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3.11 Common Processes Overview

Gender: When referring to the Client, she/herself was used throughout Volume 4, SSM for simplicity. However, both genders, male and female, may receive benefits.

Certain processes and work instructions are common to multiple sections of the Steady State Manual. These processes may be performed by multiple workgroups and by Coalition as well as State staff.

Common processes include:

- Creating, Parking, Forwarding, Getting and Opening Tasks <insert hyperlink>
- Managing Documents <insert hyperlink>
- Searching for a Person, Case, Task or User <insert hyperlink>
- Sending Notices <insert hyperlink>
- Processing Solicited Documents <insert hyperlink>

The specific instructions for each of these common processes are found in the following sections.

3.11.1 Creating, Parking, Forwarding, Getting and Opening Tasks

3.11.1.1 Overview

Tasks are triggered by the system or a user. Users may create tasks in two ways:

1. A user may select a task from a list. This process is referred to creating a user-selected task.
2. If the task is not on the pre-defined list, a user may create a user-defined task.

The following sub-sections provide instructions for a user to:

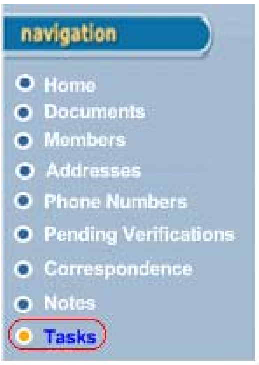
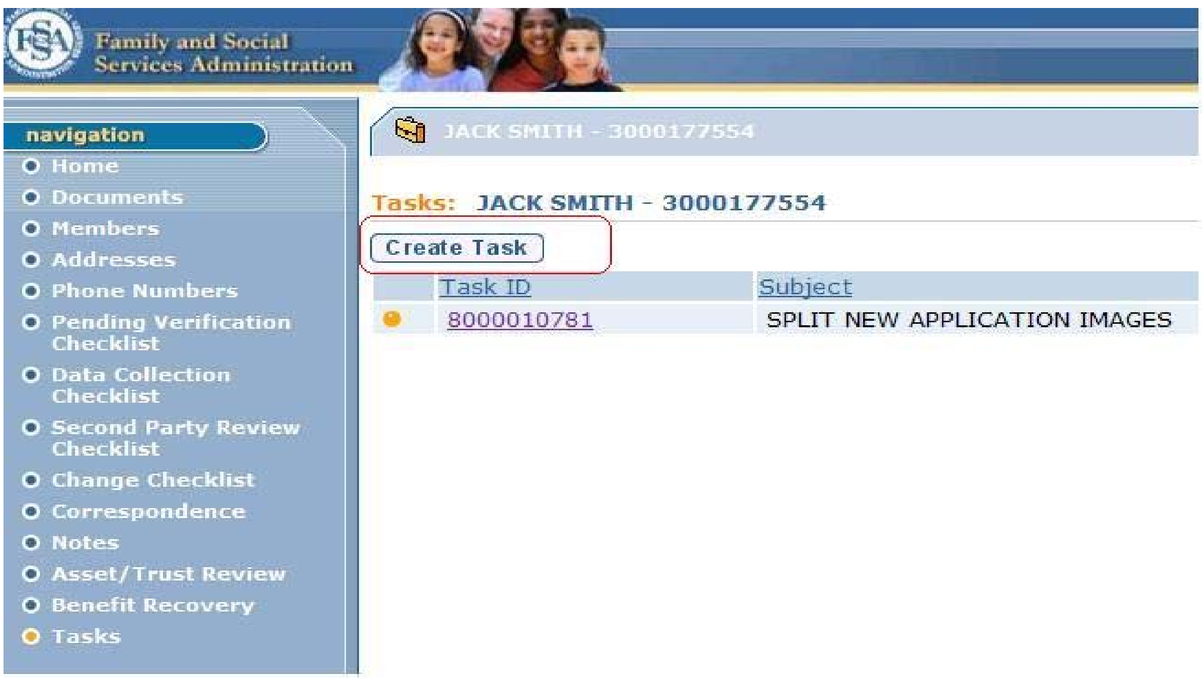
- Create user-selected tasks
- Create user-defined tasks
- Park tasks that may not be completed at the end of a work day, or need further processing within two business days
- Forward tasks to different work queues

3.11.1.2 Create a Task

User-selected and user-defined tasks are generated when a task is being processed and the user recognizes that a related task needs to be created for another workgroup. In this instance, the system does not automatically create the task. Examples of user-selected tasks are:

- Complaint
- Information Request from an External Party
- Appeal Request

- Independent Resource Assessment Request
- Out-of-state Inquiry Request

Step	Create User -Selected Tasks
1.	Accessing tasks can be done through the User Home page, Case Home page or the Client Home page. Tasks should be created from within the case, using the left navigation. From the Case Home page, select *Tasks* from the left Navigation bar. 
2.	Click *Create a Task*. 

Step	Create User -Selected Tasks
3.	The Select Task Type page displays a task list. Review the list and after carefully reviewing your work instructions to determine the type of task that should be created, click *Select* to choose the Task Type that needs to be created. This screen shows the top half of the list. Scroll down to see the entire list.

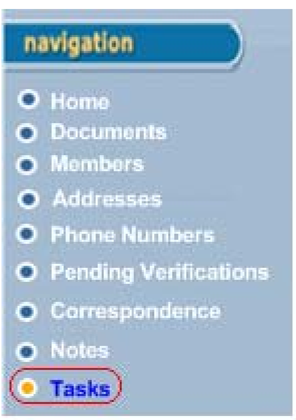
Step	Create User -Selected Tasks
4.	This screen shows the bottom half of the list. If the task being selected is on this portion of the list, select it. If the task that your work instructions direct you to create is not shown on the list, select *User Defined* and refer to Section 3.11.1.3 Creating a User Defined Task <insert hyperlink> for instructions. Select Spend-down Liability Correction Needed Select Returned by State Select Phone Interview Pending Select Process MA B/D Application Select Process MA D Application - Accelerated Select Response to Complainant Required Select Front-end Program Integrity Referral to Compliance Unit Select Suspected Fraud Referral to Compliance Unit Select Request for Additional Information from Compliance Unit Select Response to Request for Additional Information Select Compliance Division Results for Front-end Program Integrity Review Select Compliance Division Results for Suspected Fraud Referral Select Child Support Good Cause Request Select Child Support Good Cause Response Select Medical Assignment Good Cause Request Select Systematic Alien Verification Entitlement (SAVE) Request Select Systematic Alien Verification Entitlement (SAVE) Response Select Independent Self-Sufficiency Account Request Select Employment Change Select Solicited Document(s) Received Select Unsolicited Document Ready for Review Select Out-of-State Inquiry Request Select Independent Self-Sufficiency Account Response Select Additional Information Submitted Select Potentially Duplicate Application/Redetermination Select Independent Resource Assessment Request Select Front-end Integrity Review Referral Select Suspected Fraud Referral Select Benefit Underissuance or Benefit Recovery Referral Select Reopen Closed Medicaid Case Under Clevidence Select Information Request from External Party Select Continuance/Reinstatement of Benefits Needed Select Intent to Cure Select Out-of-State Inquiry Request Select IMPACT Pre-certification Select Reported Change Select Appeal Request Select Appeal Withdrawal Request Select Help Center Complaint Select User Defined Cancel

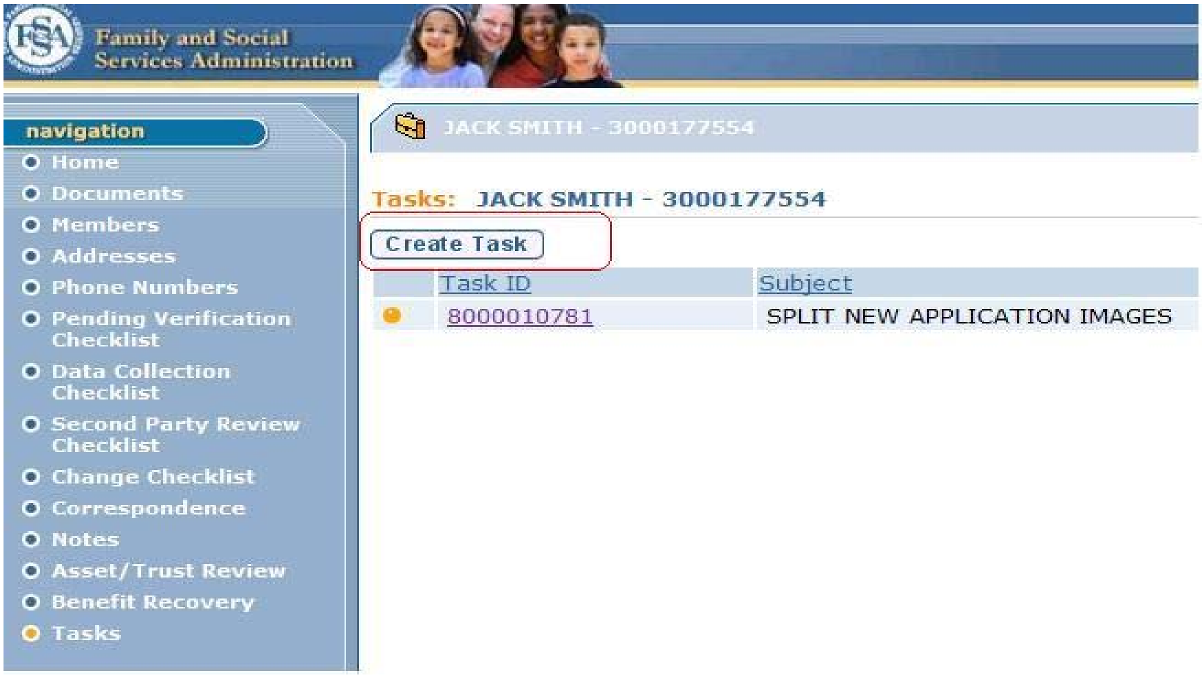
Step	Create User -Selected Tasks
5.	Click *Select*. The system creates the task for the appropriate queue. When opened, the task is displayed with the Case Reference information and task instructions.

3.11.1.3 Create User-Defined Tasks

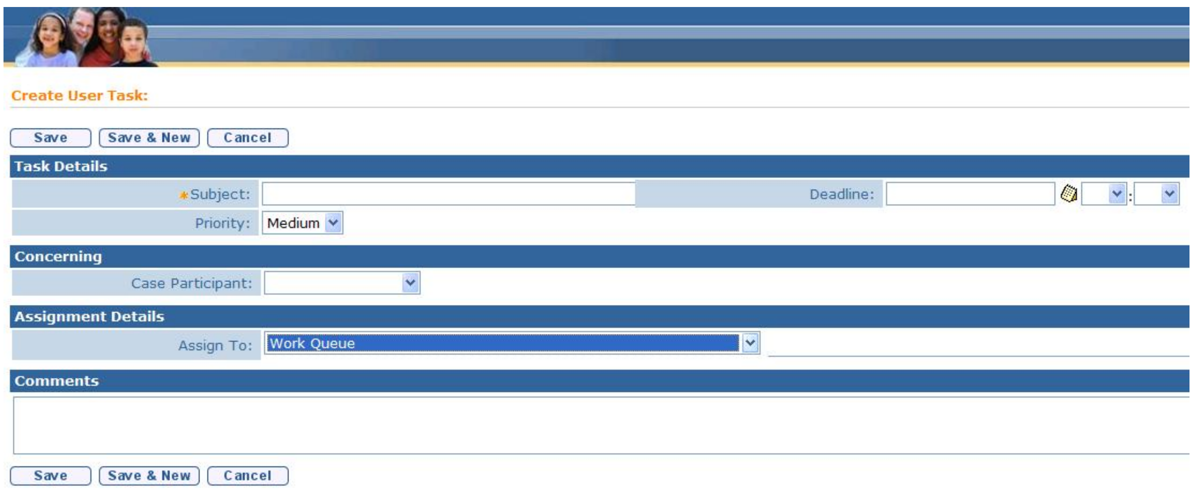
A user-defined task may be created by an internal user when attempting to create a User-Selected task, but the user does not find the task on the Task Type list. The user chooses User-Defined from the bottom of the Task Type list. Refer to your work instructions to determine whether a user-defined task needs to be created and to identify the correct workgroup/queue to which the task is routed. This is critical to avoid misrouting of tasks.

A user-defined task may also be created from the User Home page, but only when a case cannot be located after performing a search. When a task is created to which no case or Client is associated, a user-defined task is appropriate. An example is when a complaint is received without case identifying information. Refer to Section 3.11.1.4, Create User-Defined Tasks from User Home Page <insert hyperlink>.

Step	Create User-Defined Task – User Working in the Case
1.	From the Case Home or Client Home page, select *Tasks* from the left Navigation bar. 

Step	Create User-Defined Task – User Working in the Case
2.	Click *Create a Task*. 

Step	Create User-Defined Task – User Working in the Case
3.	Select *User Defined* from the bottom of the Select Task Type list. Select Spend-down Liability Correction Needed Select Returned by State Select Phone Interview Pending Select Process MA B/D Application Select Process MA D Application - Accelerated Select Response to Complainant Required Select Front-end Program Integrity Referral to Compliance Unit Select Suspected Fraud Referral to Compliance Unit Select Request for Additional Information from Compliance Unit Select Response to Request for Additional Information Select Compliance Division Results for Front-end Program Integrity Review Select Compliance Division Results for Suspected Fraud Referral Select Child Support Good Cause Request Select Child Support Good Cause Response Select Medical Assignment Good Cause Request Select Systematic Alien Verification Entitlement (SAVE) Request Select Systematic Alien Verification Entitlement (SAVE) Response Select Independent Self-Sufficiency Account Request Select Employment Change Select Solicited Document(s) Received Select Unsolicited Document Ready for Review Select Out-of-State Inquiry Request Select Independent Self-Sufficiency Account Response Select Additional Information Submitted Select Potentially Duplicate Application/Redetermination Select Independent Resource Assessment Request Select Front-end Integrity Review Referral Select Suspected Fraud Referral Select Benefit Underissuance or Benefit Recovery Referral Select Reopen Closed Medicaid Case Under Clevidence Select Information Request from External Party Select Continuance/Reinstatement of Benefits Needed Select Intent to Cure Select Out-of-State Inquiry Request Select IMPACT Pre-certification Select Reported Change Select Appeal Request Select Appeal Withdrawal Request Select Help Center Complaint Select User Defined Cancel

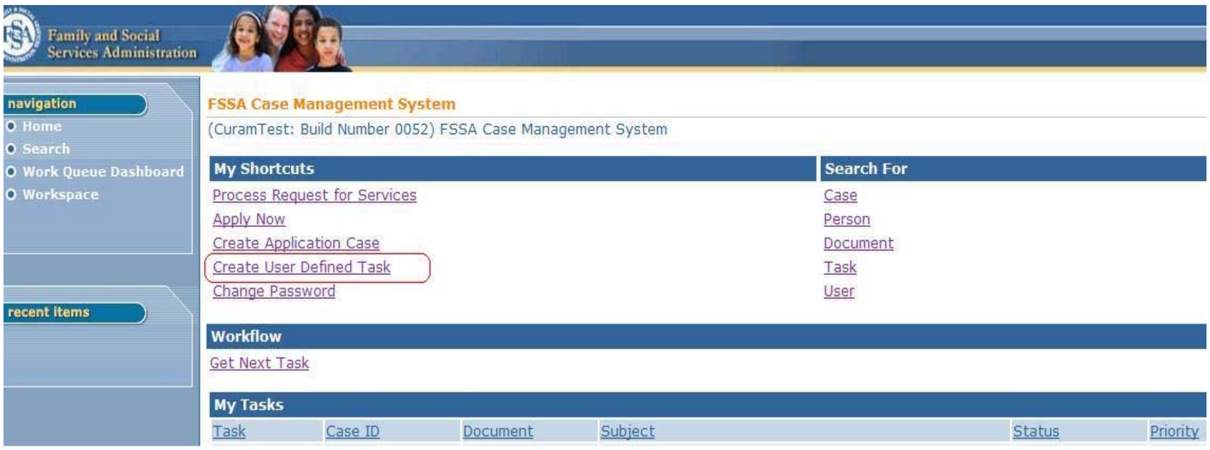
Step	Create User-Defined Task – User Working in the Case
4.	The Create User Task page displays. Reference the User-Defined Task list (Section 4.0, Reference Documents, 4.7, User Defined Tasks <insert hyperlink>) to determine if the task you are creating is listed. a. If the task is listed, use the language provided in the Task Details Subject field. The deadline is the day the task is created + 2 business days, unless other instructions are provided. The priority is Medium, unless other instructions are provided. Select the name of the person in the case from the Case Participant dropdown. Include a concise description of any other important task details in the Comments box. b. If the task is not listed in the User-Defined Task list (Section 4.0, Reference Documents, 4.7, User Defined Tasks <insert hyperlink>), enter a concise description of the task in the Subject field. Complete the other fields as described in 3a. 
5.	Click *Save*.

3.11.1.4 Create User-Defined Tasks from User Home page

A user-defined task may also be created from the User Home page, but only when a case cannot be located after performing a search. If a case is located after performing a search, the task is not created from the User Home page, but from the left navigation in the Case Home page When a task is created to which no case or client is associated, a user-defined task is appropriate. An example is when a complaint is received without any case identifying information.

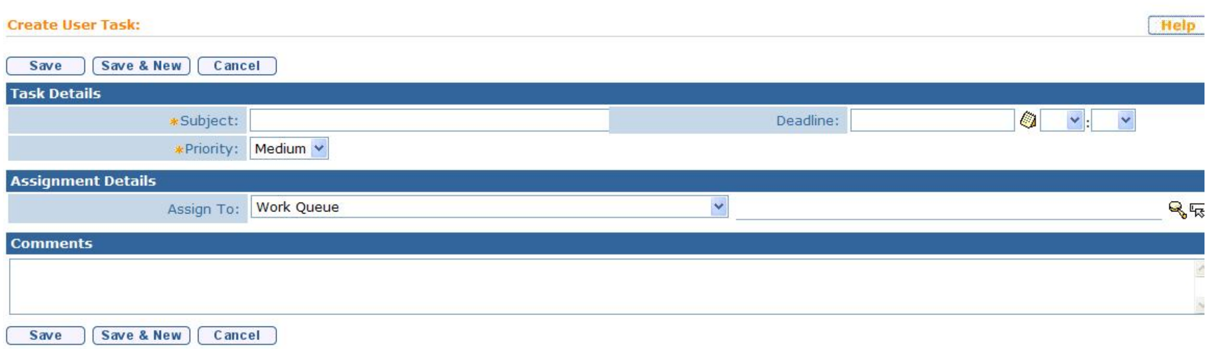
<table>
<tr><th>Step</th><th>Create User-Defined Task from User Home page</th></tr>
<tr><td>1.</td><td>

From the User Home page, click *Create User-Defined Task*.



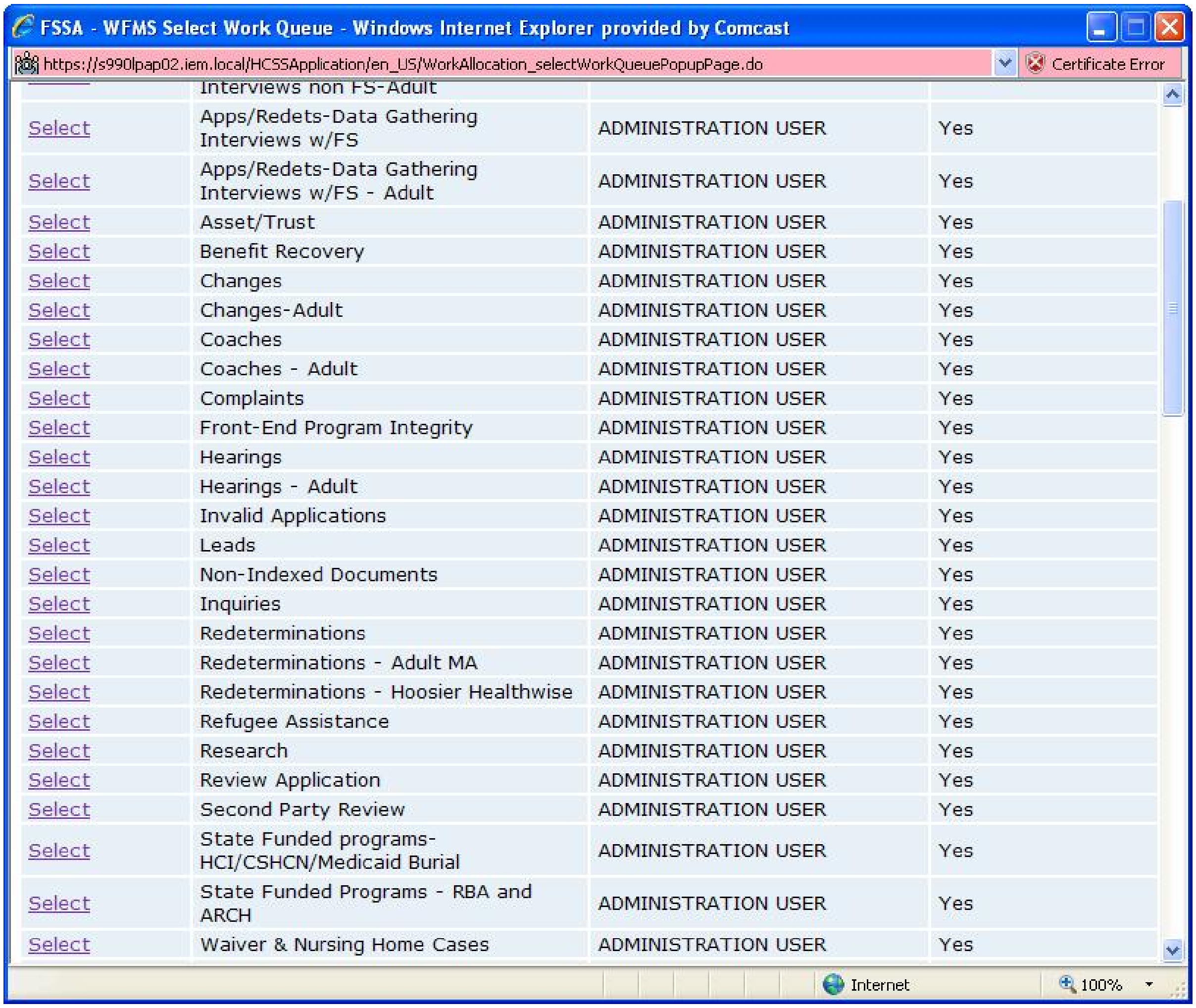
</td></tr>
<tr><td>2.</td><td>

The Create User Task page displays. Refer to Section 3.11.1.3, Create User-Defined Tasks, Step 3 <insert hyperlink> and follow the same instructions for completing the fields on this screen. The primary difference is that when a user creates a user-defined task from the User Home page, the screen (shown below) does not automatically display the case participant or reference information. Instead, the user must search for and include the information, if found.



</td></tr>
</table>

Step	Create User-Defined Task from User Home page
3.	To locate the correct work queue when creating the task, click the *magnifying glass icon* to the right of the work queue field.

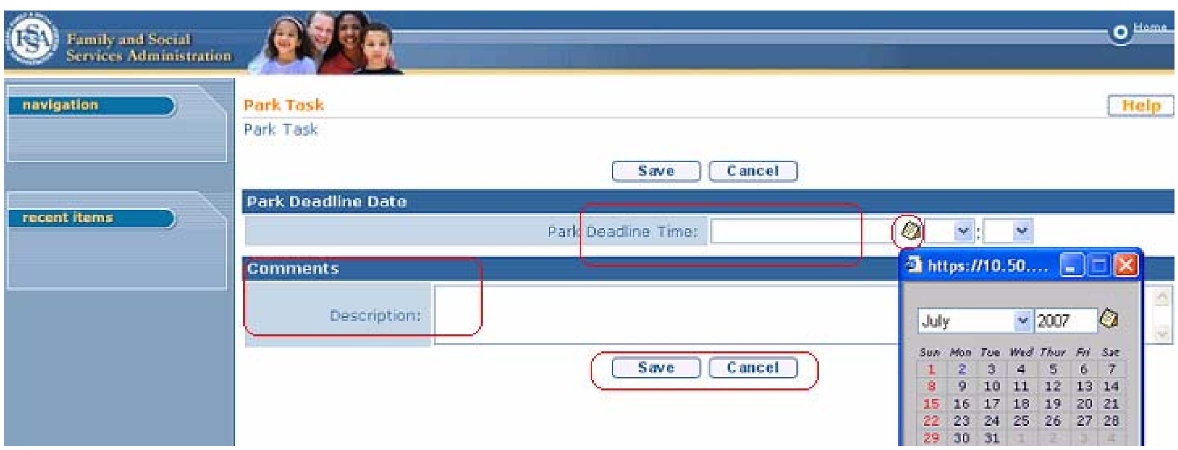


	Interviews non FS-Adult		
Select	Apps/Redets-Data Gathering Interviews w/FS	ADMINISTRATION USER	Yes
Select	Apps/Redets-Data Gathering Interviews w/FS - Adult	ADMINISTRATION USER	Yes
Select	Asset/Trust	ADMINISTRATION USER	Yes
Select	Benefit Recovery	ADMINISTRATION USER	Yes
Select	Changes	ADMINISTRATION USER	Yes
Select	Changes-Adult	ADMINISTRATION USER	Yes
Select	Coaches	ADMINISTRATION USER	Yes
Select	Coaches - Adult	ADMINISTRATION USER	Yes
Select	Complaints	ADMINISTRATION USER	Yes
Select	Front-End Program Integrity	ADMINISTRATION USER	Yes
Select	Hearings	ADMINISTRATION USER	Yes
Select	Hearings - Adult	ADMINISTRATION USER	Yes
Select	Invalid Applications	ADMINISTRATION USER	Yes
Select	Leads	ADMINISTRATION USER	Yes
Select	Non-Indexed Documents	ADMINISTRATION USER	Yes
Select	Inquiries	ADMINISTRATION USER	Yes
Select	Redeterminations	ADMINISTRATION USER	Yes
Select	Redeterminations - Adult MA	ADMINISTRATION USER	Yes
Select	Redeterminations - Hoosier Healthwise	ADMINISTRATION USER	Yes
Select	Refugee Assistance	ADMINISTRATION USER	Yes
Select	Research	ADMINISTRATION USER	Yes
Select	Review Application	ADMINISTRATION USER	Yes
Select	Second Party Review	ADMINISTRATION USER	Yes
Select	State Funded programs-HCI/CSHCN/Medicaid Burial	ADMINISTRATION USER	Yes
Select	State Funded Programs - RBA and ARCH	ADMINISTRATION USER	Yes
Select	Waiver & Nursing Home Cases	ADMINISTRATION USER	Yes

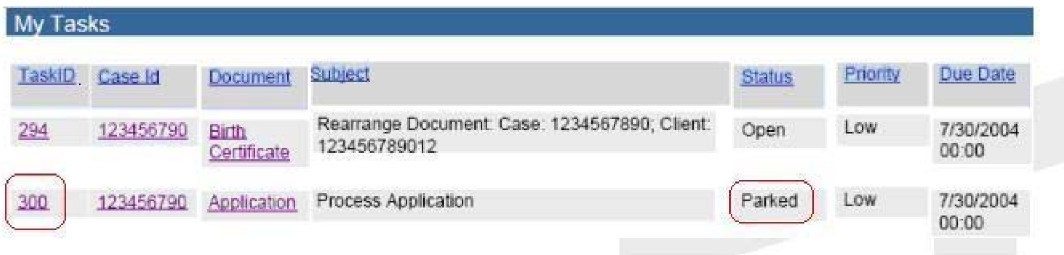
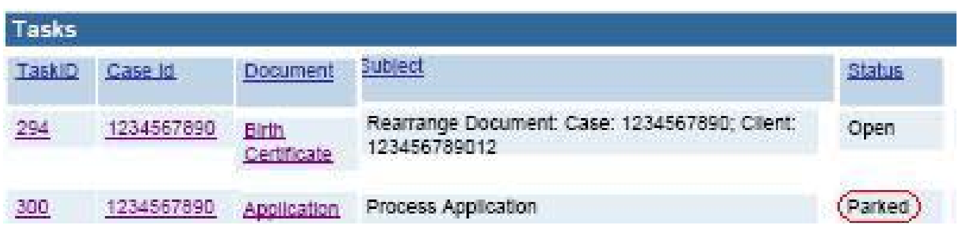
	This allows you to search for the queue to which the task applies, based on the work instructions for your specific task. After reviewing the work instructions for your task, if you are still unsure which queue to select, ask your team coach.
4.	Select the appropriate queue and complete the remaining fields on the screen. It is essential to complete the Comments so that any available information is provided to the user receiving the task for processing.
5.	Click *Save*.

3.11.1.5 Park a Task

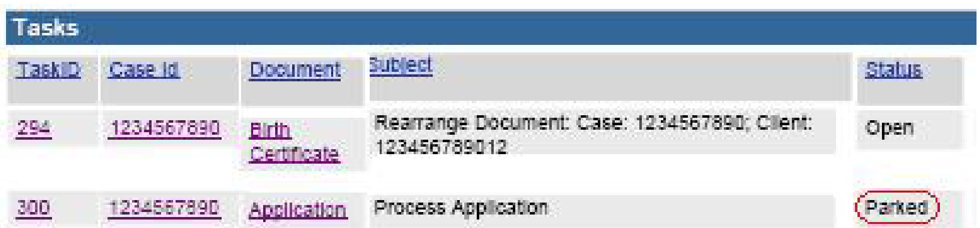
If a task is being processed but is not yet completed at the end of the work day, it may be necessary to Park the task and continue processing on the next business day. A task may also be parked if telephone contact with a Client or applicant is required, and she cannot be reached in the first call attempt. The task is parked until the second attempt to contact the Client; depending on the result of that contact, additional action is taken, and the task is completed and closed. Tasks are parked for up to two business days (unless a due date occurs in the interim). Then, if not completed, the task is automatically returned to the work queue.

Step	Parking a Task
1.	Select the Task Home page.
2.	In the Task Home page, click *Park Task*. 
3.	In the Park Deadline Date, the default deadline is two business days, although the user may set an earlier deadline. Under the Description, enter the following information: ✓ The reason the task is being parked. ✓ A summary of actions taken before parking the task. ✓ Actions needed to complete processing the task. 
4.	Click *Save*.
5.	Return to the User Home page and retrieve the next task. It is shown at the top of the list under the My Tasks heading and above any parked tasks.

3.11.1.6 Retrieve a Parked Task

<table>
<tr><th>Step</th><th>Retrieving a Parked Task</th></tr>
<tr><td>1.</td><td>Periodically, during the day, review the tasks on your User Home page that show a status of Parked. Retrieve a Parked task from the list by clicking its Task ID, under the My Tasks heading.

<table>
<tr><th colspan="7">My Tasks</th></tr>
<tr><th>TaskID</th><th>Case Id</th><th>Document</th><th>Subject</th><th>Status</th><th>Priority</th><th>Due Date</th></tr>
<tr><td>294</td><td>123456790</td><td>Birth Certificate</td><td>Rearrange Document: Case: 1234567890; Client: 123456789012</td><td>Open</td><td>Low</td><td>7/30/2004 00:00</td></tr>
<tr><td>300</td><td>123456790</td><td>Application</td><td>Process Application</td><td>Parked</td><td>Low</td><td>7/30/2004 00:00</td></tr>
</table></td></tr>
<tr><td>2.</td><td>Review the reason the task was parked, the actions that need to be taken, and the deadline.</td></tr>
<tr><td>3.</td><td>Are you able to take appropriate action to process the parked task by the deadline?
✓ If yes, go to Step 4.
✓ If no, go to Section 3.11.1.7 Unable to Resolve a Parked Task<insert hyperlink>.</td></tr>
<tr><td>4.</td><td>Document the action taken.</td></tr>
<tr><td>5.</td><td>Close the task by clicking Home in the upper right corner.
The User Home page is displayed.</td></tr>
<tr><td>6.</td><td>Click the Task ID for the task with a Parked Status.

<table>
<tr><th colspan="5">Tasks</th></tr>
<tr><th>TaskID</th><th>Case Id</th><th>Document</th><th>Subject</th><th>Status</th></tr>
<tr><td>294</td><td>1234567890</td><td>Birth Certificate</td><td>Rearrange Document: Case: 1234567890; Client: 123456789012</td><td>Open</td></tr>
<tr><td>300</td><td>1234567890</td><td>Application</td><td>Process Application</td><td>Parked</td></tr>
</table>
The WFMS displays the Task Home page.</td></tr>
<tr><td>7.</td><td>Under the Options cluster, click Close the Task.</td></tr>
<tr><td>8.</td><td>Get the next task from the queue.</td></tr>
</table>

3.11.1.7 Unable to Resolve a Parked Task

Step	Unable to Resolve a Parked Task
1.	Review parked tasks from the User Home page. 
2.	If unable to resolve the issue, review and follow the task instructions. As appropriate, generate a notice (Refer to Section 3.11.4, Sending Notices WI <insert hyperlink>) to the Client or third party.
3.	Create a case note in ICES (or WFMS if there is no case in ICES) documenting attempts to contact the Client or otherwise complete the task.
4.	If sending the notice is the last action to complete this task, click *Home* in the upper right corner. The WFMS displays the User Home page.
5.	Click the *Task ID* for the task with a Parked Status that cannot be resolved.  The WFMS displays the Task Home page.
6.	Under the Options cluster, click *Close the Task*.
7.	Get the next task from the queue.

3.11.1.8 Forward a Task

While a task is being processed, it may be necessary to forward a task to another workgroup and/or queue for another internal user to process.

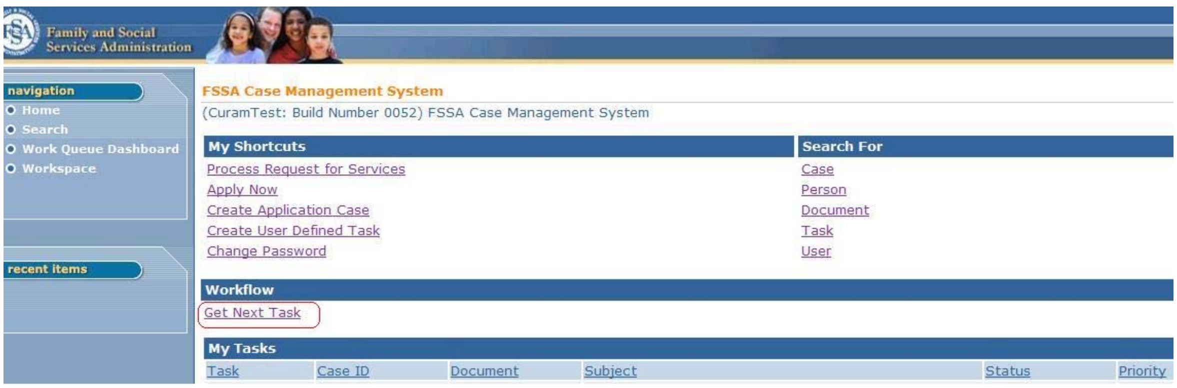
Step	Forwarding a Task
1.	From the WFMS, go to the Task Home page.
2.	From the Task Home page, select *Forward Task*. 
3.	The Forward Task page is displayed. Based on the instructions for the task you are working on, identify and select the workgroup or queue to which the task should be forwarded. Make the selection in the Assign To drop-down box. If a queue is selected, use the magnifying glass to find the correct queue. 
4.	Enter clear and concise instructions and comments regarding the task, and why it is being forwarded to that workgroup and/or queue.
5.	Click *Save*. The task is forwarded to the workgroup and/or queue selected.
6.	Return to the User Home page and retrieve the next task.

3.11.1.9 Getting Tasks

The process for getting a task differs depending on whether the user is getting the task upon initially signing on during the day or getting the task upon closing a previous task.

3.11.1.10 Getting the Next Task

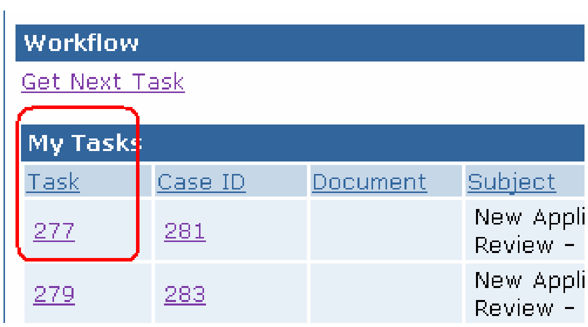
To get the first task, the internal user initially signs on to the system and clicks *Get Next Task* from the User Home page. After that, this feature is not used because the action of closing a task results in the WFMS pushing the next task to the user, based on the user's assigned (subscribed) work queues.

Step	Getting the Next Task
1.	From the User Home page, under the Workflow cluster, click *Get Next Task*. 

3.11.1.11 Getting a Task Automatically

When a user closes a task, the next task is automatically presented under My Tasks on the User Home page. If there are other tasks in the same queue for the same case, those are presented to the user before any tasks unrelated to the current case being processed.

<table>
<tr><th>Step</th><th>Getting a Task Automatically</th></tr>
<tr><td>1.</td><td>From the User Home page, view My Tasks and click the Task ID for the first task listed. The system takes you to the Task Home page, where you can view the task instructions and begin processing the task.

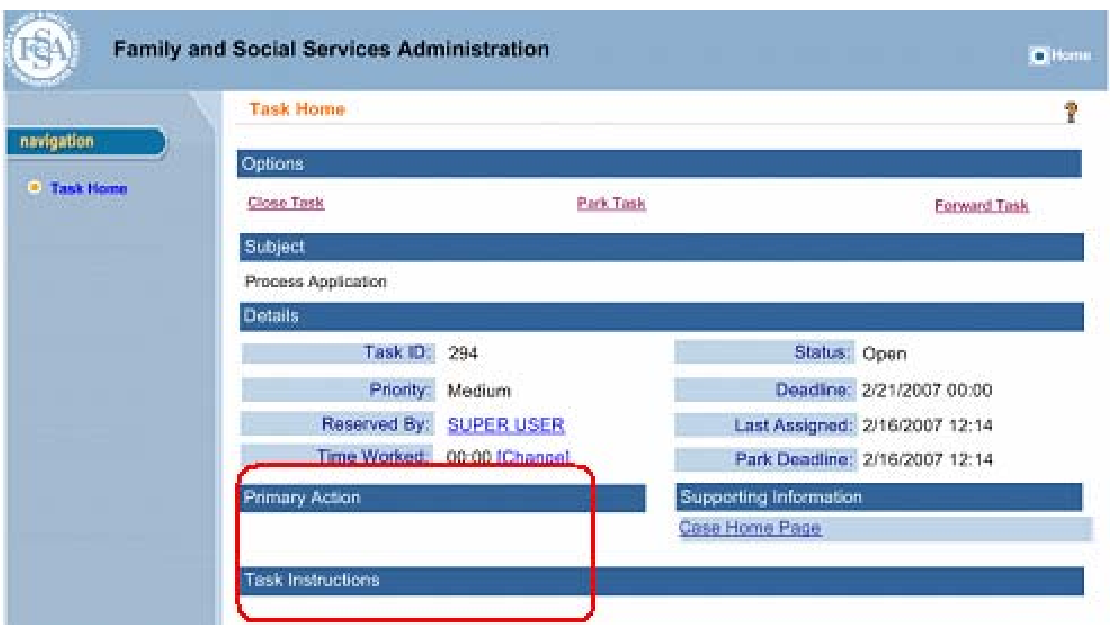


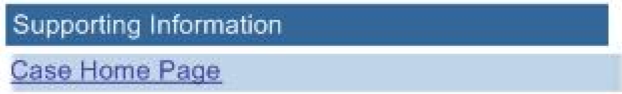
</td></tr>
</table>

3.11.1.12 Opening a Task

When the user navigates to the User Home page, the first task to be processed is presented at the top of the list under My Tasks. Underneath this task is a list of any parked tasks.

<table>
<tr><th>Step</th><th>Opening a Task</th></tr>
<tr><td>1.</td><td>From the User Home page, under the My Tasks cluster, view the Task Subject and click the Task ID.

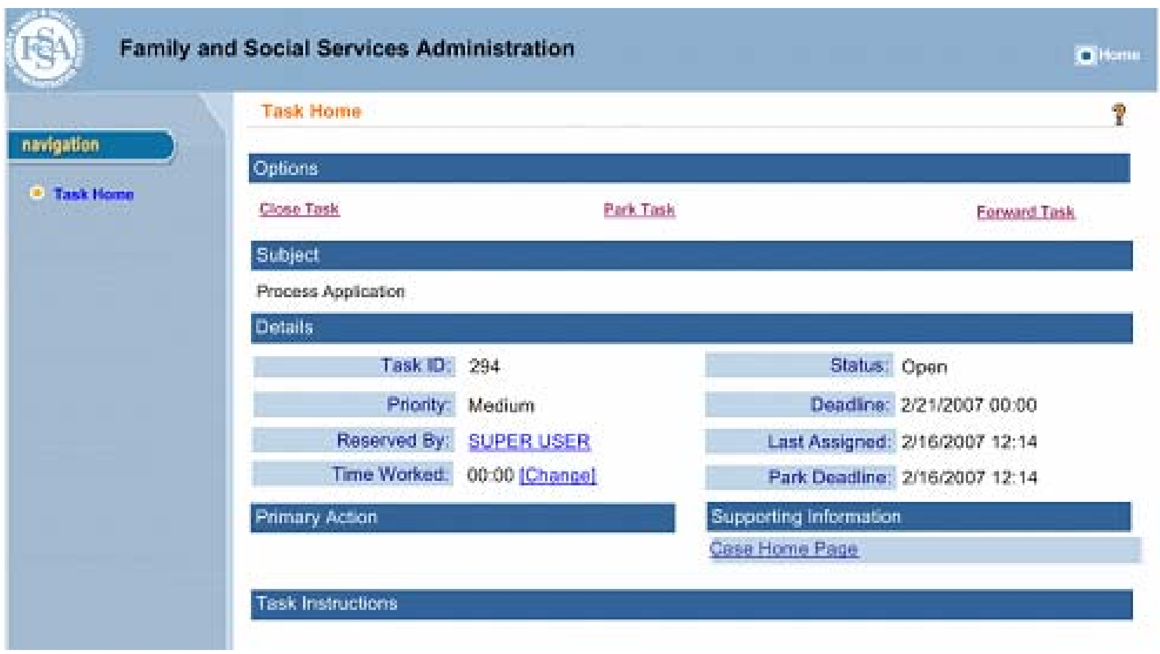

The WFMS navigates to the Task Home page.</td></tr>
<tr><td>2.</td><td>View the Primary Action and Task Instructions.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Opening a Task</th></tr>
<tr><td>3.</td><td>Under the Supporting Information cluster, click the Case Home page, Application Home page, or another reference link as available or appropriate.


When you click the Case Home page, the WFMS navigates to that page so that you can begin working on the task.</td></tr>
</table>

3.11.1.13 Closing a Task

When a task has been completed in ICES or WFMS, the user must close the task in WFMS. This triggers the next task in the queue to be presented to be worked.

<table>
<tr><th>Step</th><th>Closing a Task</th></tr>
<tr><td>1.</td><td>When the task has been completed, click Task Home to navigate to the Task Home page.

</td></tr>
<tr><td>2.</td><td>Under the Options cluster, click Close the Task.
WFMS navigates to the User Home page. The user is then able to retrieve the next task to be worked.</td></tr>
</table>

3.11.2 Document Management

3.11.2.1 Overview

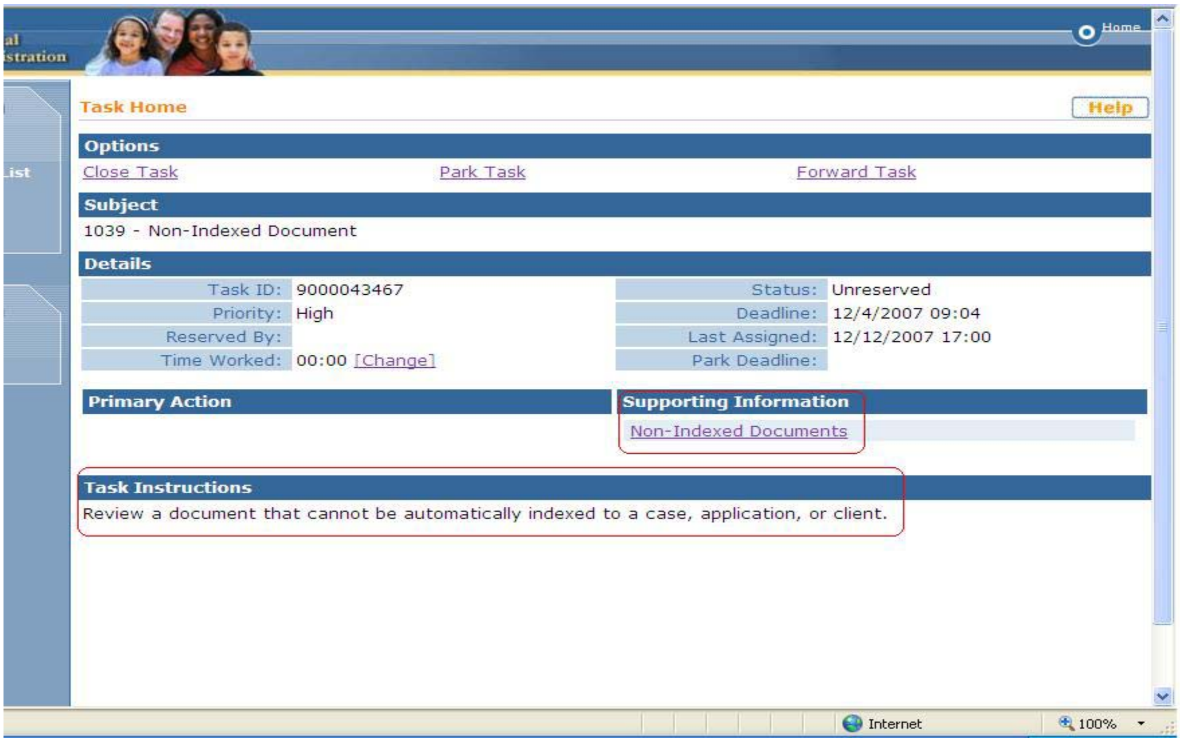
Document Management activities may be initiated when a work item is retrieved from the queue with a document attached, or when another task is being handled related to processing an application or case. These activities include:

- Assembling/disassembling/reassembling/ a document
- Rearranging the pages of a document
- Requesting a document rescan
- Indexing/linking a document to a case/application/Client
- Saving a document to the non-indexed document repository

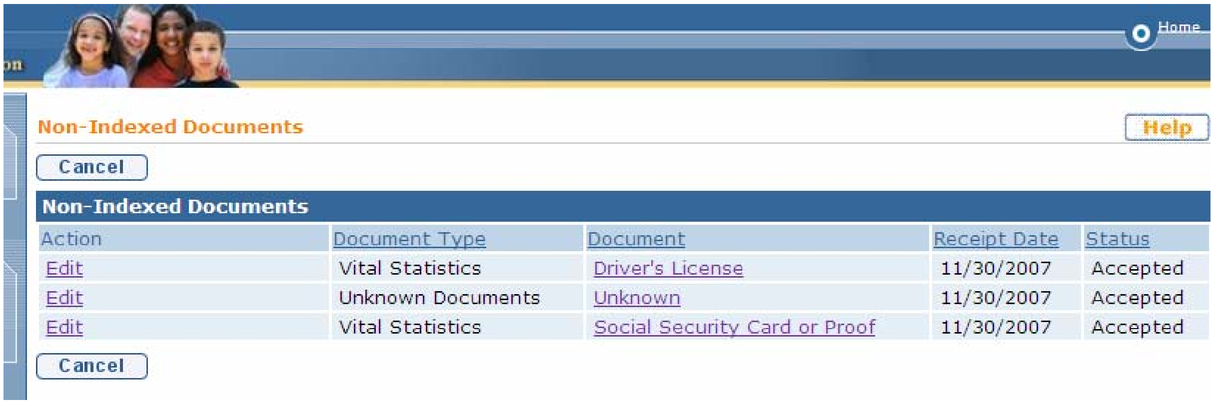
3.11.2.2 Non-indexed Documents Received

A Non-Indexed Document task is received by WG8. The document is not indexed to a case, Client or application because it has no bar code or the bar code is damaged or unreadable. Applications for Special Programs, QMB and State Application for Assistance (Form 2400) are also received as Non-Indexed Documents until/unless those application forms are modified to include a bar code to enable system identification of document type.

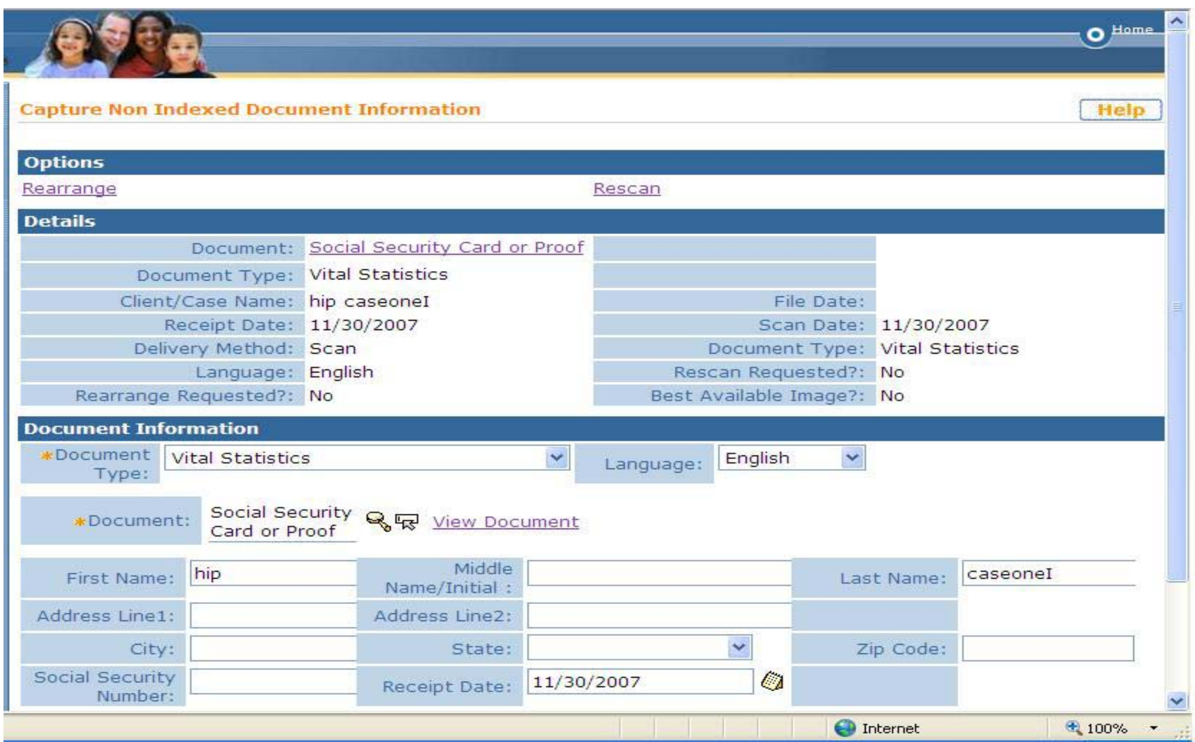
Step	Non-Indexed Document Received
1.	From the User Home page, view the task subject Non-Indexed Document and click *Task* 

Step	Non-Indexed Document Received
2.	WFMS displays the Task Home page, view the Subject, Task Instructions, and Supporting information.  Task Instructions: Review a document that cannot be automatically indexed to a case, application, or Client.

Step	Non-Indexed Document Received
3.	Click *Non-indexed Document;* the system displays the Non-Indexed Documents screen

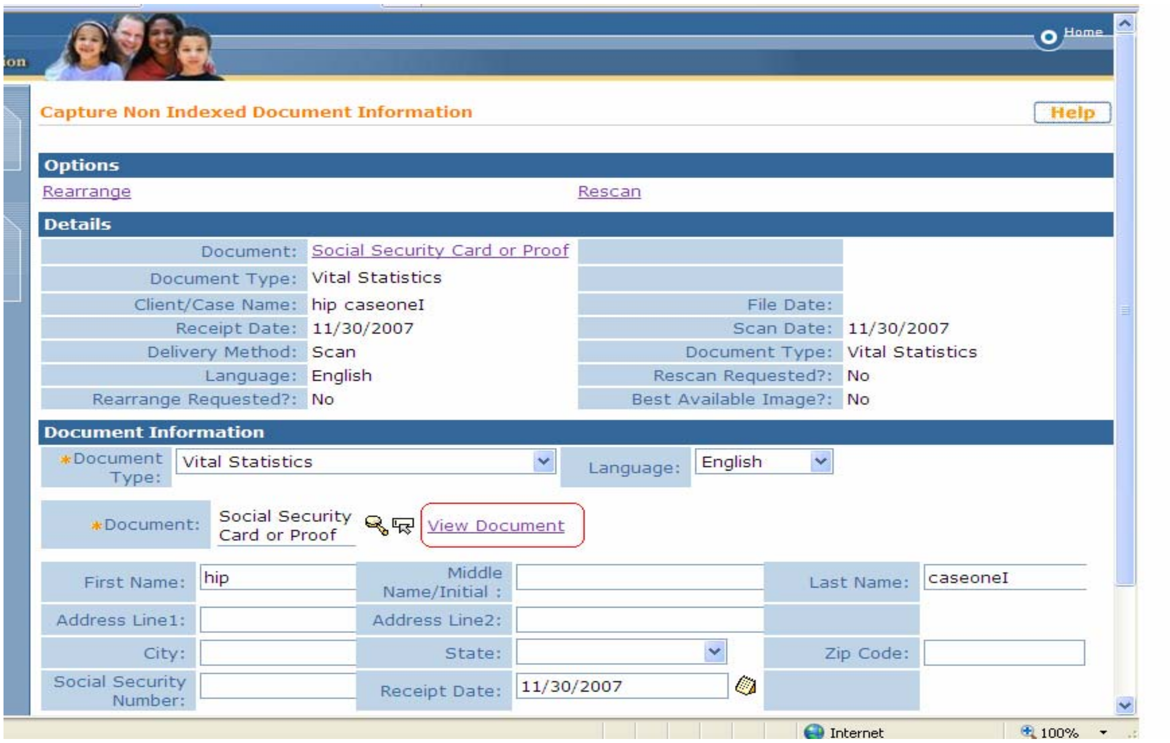


Click *Edit*; the system displays the Capture Non-Indexed Document Information screen.



<table>
<tr><th>Step</th><th>Non-Indexed Document Received</th></tr>
<tr><td>4.</td><td>

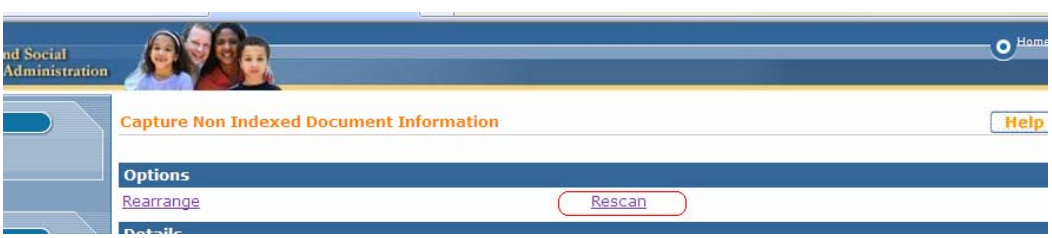
On the Capture Non-indexed Document Information page, click *View Document* to bring up the imaged document in a separate window next to the Capture Non-Indexed Document Information page.



</td></tr>
<tr><td>5.</td><td>

If the document is not legible (i.e. too light, too dark, the information is not easy to read), click *Rescan.*

Note*:* If the delivery method of document is shown as Faxed, the document can not be Rescanned.



</td></tr>
<tr><td>6.</td><td>

If the document is legible, review each page of the document (including any fax cover sheet) to identify the Case Number, Document Type, Document Name, and any information available to complete the fields on the page and index the document to a case or Client. These include:

- ✓ First and last name
- ✓ Address
- ✓ SSN
- ✓ Language

Also, if the document was submitted by mail, review the image of the envelope for any name and return address information which may assist in the indexing process.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Non-Indexed Document Received</th></tr>
<tr><td>7.</td><td>

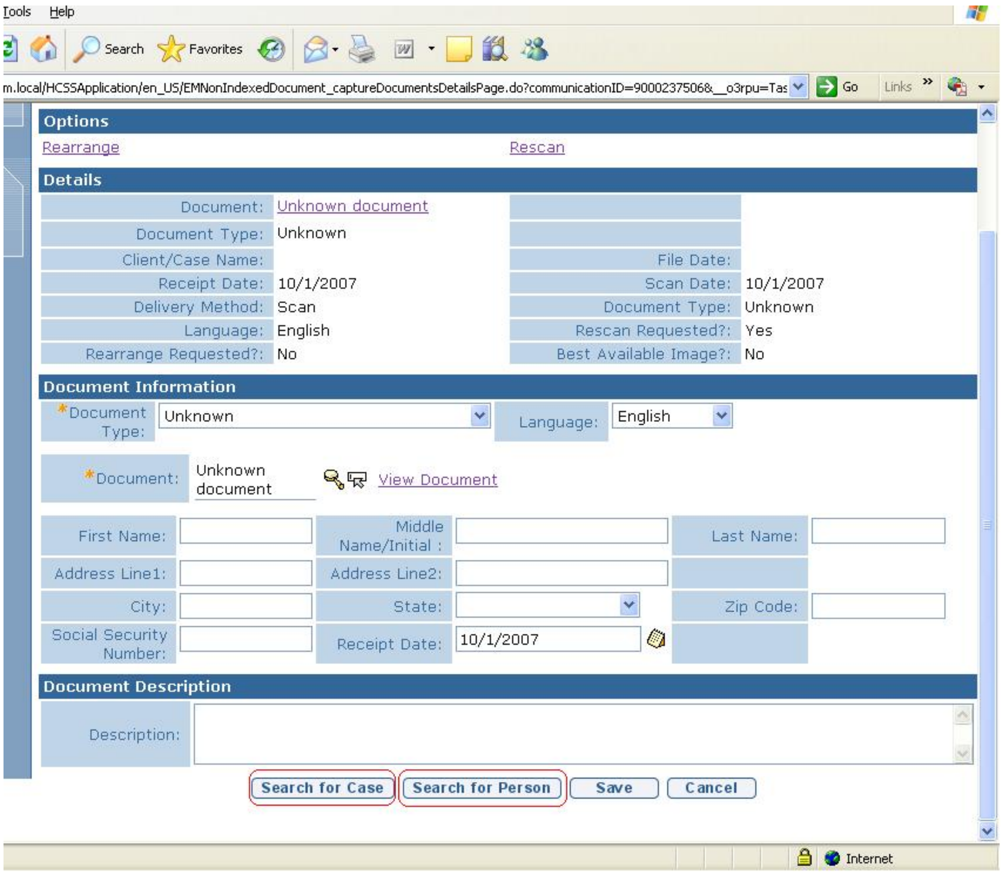
- If the Document is a FI 2400 Application for Assistance enter the correct Document Type and name. Go to Step 8.
- If the Document is an application for QMB, enter the correct Document Type and name. Go to Step 8.
- If the document is an application for Burial Assistance, Children's Special Health Care Services (CSHCS), or Residential Care Assistance Program (ARCH/RBA), enter the correct Document Type and Name. Go to Step 8.
- If the document is an application for Healthy Indiana Plan (HIP) or another HIP related document, enter the correct Document Type and Name. Go to Step 8.
- If the document is not one of these documents, skip to Step 10.

</td></tr>
<tr><td>8.</td><td>

Return to the Task Home page and click *Forward Task* from the options cluster to send the task to the correct queue.

</td></tr>
</table>

Step	Non-Indexed Document Received
9.	• If the application is a FI 2400 Application for Assistance, use the magnifying glass icon to select and forward it to the Review Applications queue. • If the application is for QMB, use the magnifying glass icon to select and forward it to the Applications- Adult queue. • If the application is for RBA or ARCH, use the magnifying glass icon to select and forward it to the State Funded Programs – RBA & ARCH queue. • If the application is for CSHCS or Medicaid Burial Assistance, forward it to the State Funded Programs – CSHCS/Medicaid Burial queue. • If the document is an application for HIP, forward it to the HIP Review Applications queue. • If the document is another HIP related document, attempt to index it to the HIP case. **Note: In the Task Instructions, provide a description of the Task being forwarded.** For example: FI 2400 Application for Assistance being forwarded for initial review. 
10.	If a multi-page document is out of order, click *Rearrange* (refer to Section 3.11.3.3, Rearranging a Document <insert hyperlink>) or, if Rearrange software is loaded on your workstation (WG8), drag and drop the pages into the correct order (refer to Section 3.11.3.3, Rearranging a Document <insert hyperlink>).
11.	Enter all available information found on the document on the Capture Non-indexed Document Details Information page. If the document includes enough information to search for a case or person, go to Step 12. If the document does not include enough information to perform a search, click *Save*. • Return to the Task Home page • Click *Non-indexed Document.* • Return to the Non-indexed Documents screen. • Proceed with next document for the Task. If there are no other documents related to the Task, skip to step 17.

Step	Non-Indexed Document Received
12.	If sufficient information is available on the document to search for a case or a person, click *Search for Case* or *Search for Person* to attempt to locate and index the document (refer to Section 3.11.3.6 Searching for a Person Work Instructions or Section 3.11.3.5 Searching for a Person Work Instructions<insert hyperlink>. 

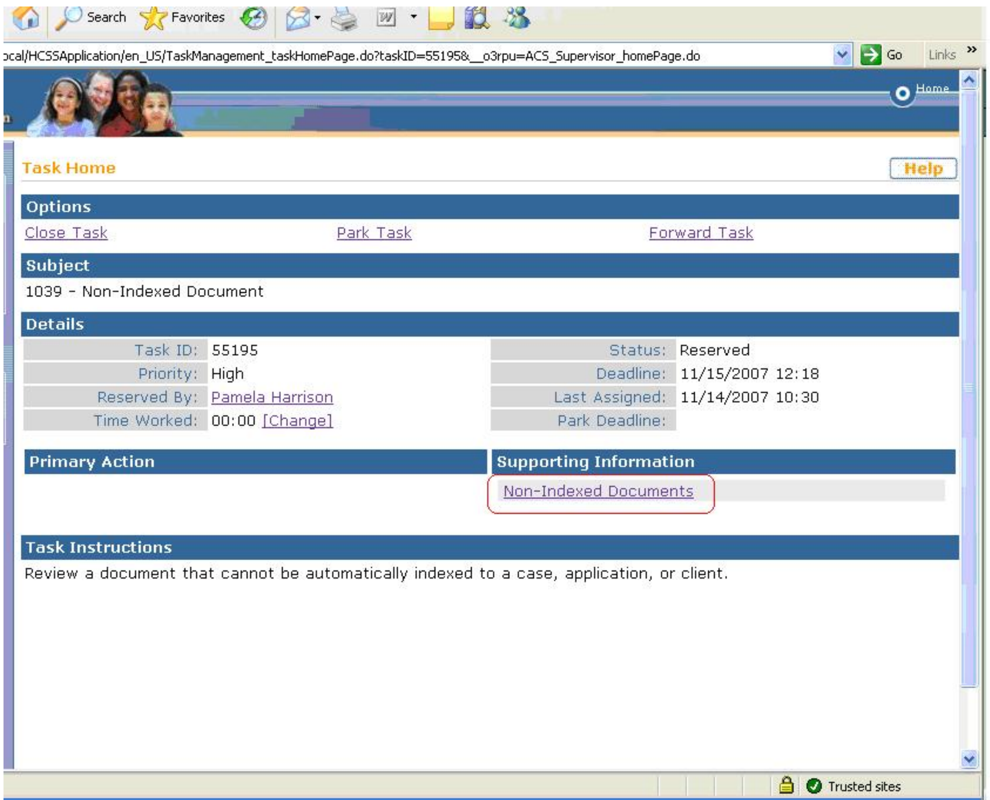
Step	Non-Indexed Document Received
13.	View the Case or Person search results. If the information on the document matches the information for the case or person, click *Link* to attach the document to the open/pending standard case or the most current application case. **Note**: **a document should never be linked to a screening case.**

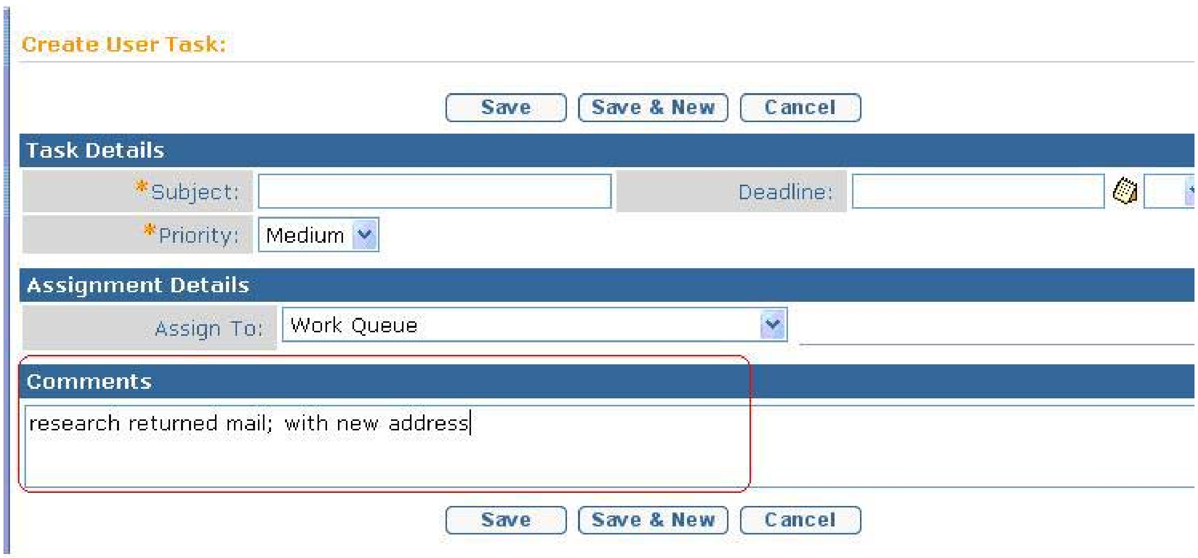
Step	Non-Indexed Document Received
14.	Click the *Person Name* from the Search screen to navigate to the Case Home page. Verify the status of the case. If the status is closed, skip to Step 24. If the case is open or pending, continue to Step 15.
15.	Go to the Application or Case Home Page to which the document was just linked.
16.	Check to see if any documents had been requested for this application/case.
17.	Select Documents from the left navigation.
18.	Locate the document that was just linked to this application/case.
19.	Select View from the Action column next to the Document Type that was just linked to the application/case.
20.	If the document that was just linked to the application/case is one of the documents that were listed on the Solicited Documents Requests, then close the document by clicking on the red arrow in the upper, right-hand corner of the document, and go to Step 21. If the document that was linked to the application/case is not one of the documents that was previously requested, then Skip to Step 24

Step	Non-Indexed Document Received
21.	On the Solicited Documents Requests page, select Edit next to the requested correspondence that corresponds to the document that was just linked to the case. Note: If the solicited document requested is marked as “Other”, select Correspondence from the Left Navigation bar; review the Pending Verification document that was sent to the client and determine what “Other” is.
22.	In the field next to Received Date put in the date that the document was received. Be sure to use the format MM/DD/YYYY.
23.	In the Comments section, enter “document received as non-indexed document task and linked to the case today.” Then click Save. Skip to Step 26
24.	Click *Task* from the left Navigation bar of the Application or Case Home Page.
25.	Click *Create Task*. Select *Unsolicited Document Ready for Review*. If the document was solicited, but did not come in with a coversheet to be coded as such, then select *Solicited Document Ready for Review*.
26.	Click *Home* to return to your Home page. Click *Task* for the task that was just completed. Click *Close Task*

3.11.2.3 Returned Mail

When Returned Mail is scanned at the Document Center, a Review Returned Mail task is created and placed in the queue for action by the Document Specialist in WG8. The document status is set as Returned Mail by the system.

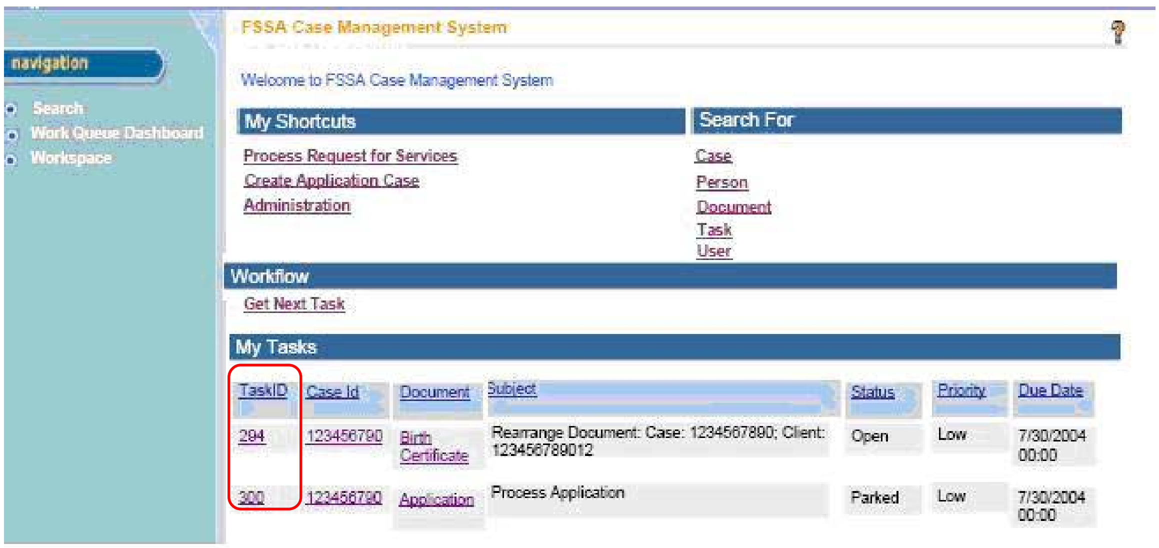
Step	Returned Mail
1.	From the User Home page, click the *Review Returned Mail* task.
2.	From the Task Home page, click *Non-Indexed Documents*.  Review the envelope image to confirm that it is returned mail. Typically, the US Postal Service stamps the envelope with information such as Moved, Unknown or other information to explain the reason the mail was undeliverable.
3.	Follow the steps in 3.11.2.2 Non-Indexed Documents Received <insert hyperlink> to link the returned mail to the correct case. After linking it to the case, continue to the next step..
4.	Compare the address in the system with the address on the returned mail envelope. Based on the result of the comparison, perform the steps shown.
5.	If Comparison Shows: The Person's address has been updated in the system after the mail was originally sent. • Review case notes and correspondence history to see if the returned document has already been re-mailed. If so, document findings and close the task.

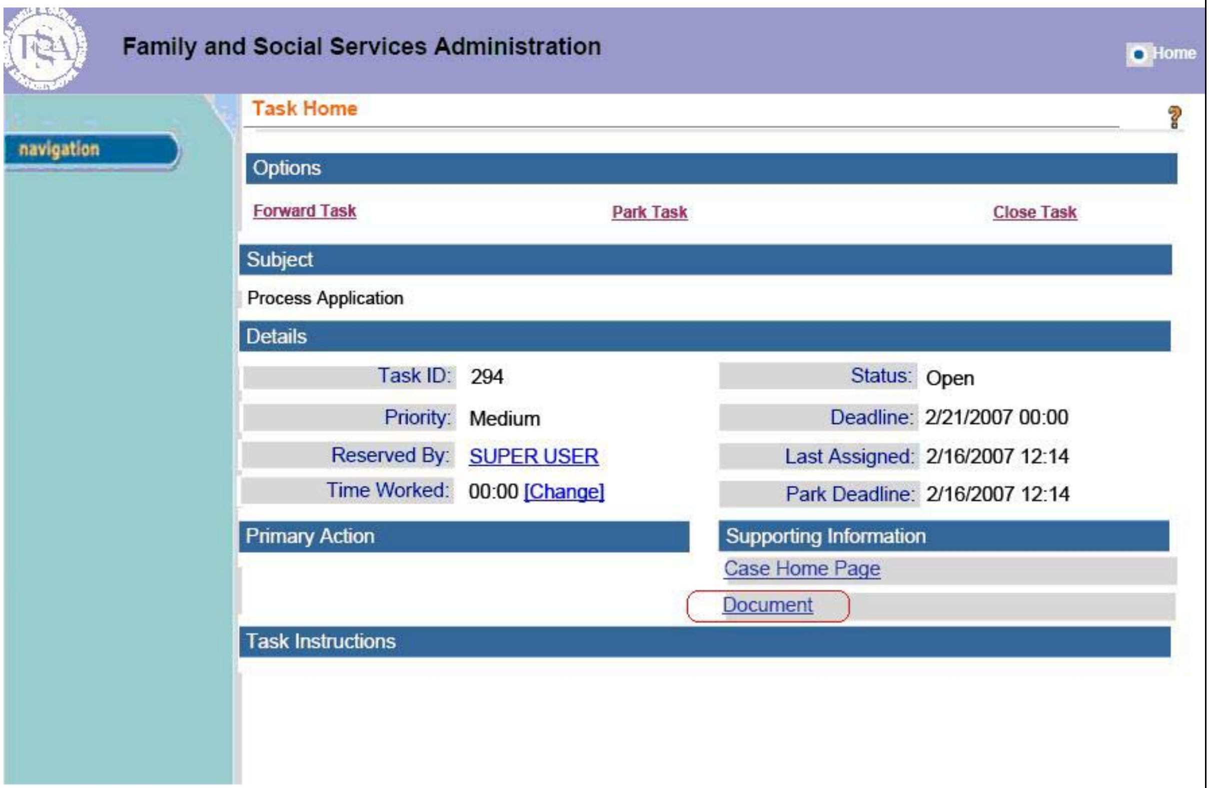
Step	Returned Mail
6.	If Comparison Shows: The returned item (with an address updated in the system after the mail was originally sent) contains dated material prior to the current date (such as an appointment date that has already passed) and has not been re-mailed: • Return to the Case Home page. • Select Tasks from the Left Navigation bar. • Click Create. • Select *User Defined Task*. Create a user defined task for WG3: Research returned mail with new address, scheduled appointment or due date. 
7.	If Comparison Shows: The returned item (with an address updated in the system after the mail was originally sent) does not contain dated material: • Enter case notes on the action taken. Close the task.
8.	If Comparison Shows: Address was originally entered incorrectly (such as wrong zip code, apartment number, or street name): • Navigate to ICES. • In NEXT TRAN, enter 'AEICI'; in PARMS, enter the Case Number to verify if the addressee has a record in ICES. Correct the address on AEICI if in error. Close the Task. 
9.	✓ If addressee does not have a record in ICES, update the address in WFMS. Resend the notice. (Refer to Section 3.11.4, Sending Notices <insert hyperlink>)
10.	If Comparison Shows: Address is correct in the system and on the returned document. No new address has been reported. • Enter findings in the WFMS case notes. Close the Task.

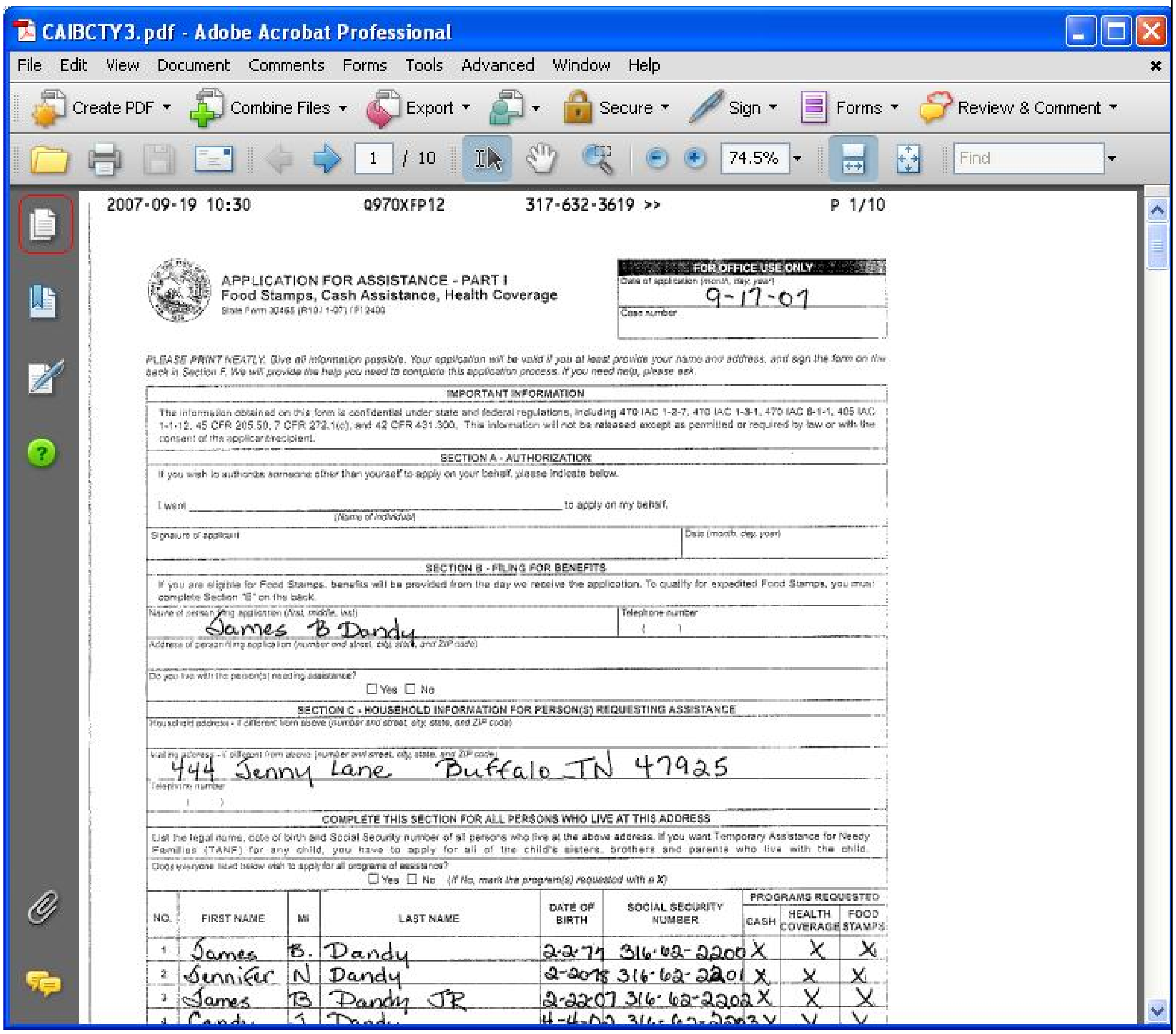
Step	Returned Mail
11.	If Comparison Shows: The envelope shows a new address not shown in the system. • From within the case, select Tasks from the Left Navigation bar, click Create, and create a user selected task for WG 3 to process this unreported change. Enter case notes of the action taken. Close the Task.

3.11.2.4 Rearranging a Document

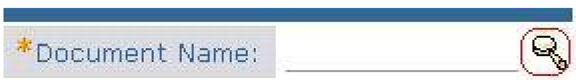
A Rearrange Document task is created when a user clicks the rearrange hyperlink, creates a User-Defined task and describes what pages need to be rearranged in a document. The user may continue to work with and reference the document, even if the rearrange task has been created.

Step	Rearranging a Document
1.	From the User Home page, click *Task ID* for the Rearrange Document task. 

<table>
<tr><th>Step</th><th>Rearranging a Document</th></tr>
<tr><td>2.</td><td>On the Task Home page, view Subject and Task Instructions. The directions the type of rearrangement is required and the pages to be rearranged are shown.

</td></tr>
<tr><td>3.</td><td>Click Document.</td></tr>
</table>

<table>
<tr><th>Step</th><th>Rearranging a Document</th></tr>
<tr><td>4.</td><td>The document is opened in Adobe Acrobat Professional. The first page is displayed in the main pane; thumbnails (small image) of the other pages are displayed in the pane along the left side of the screen.

</td></tr>
<tr><td>5.</td><td>Click the double page icon shown in the column to the left of the image.

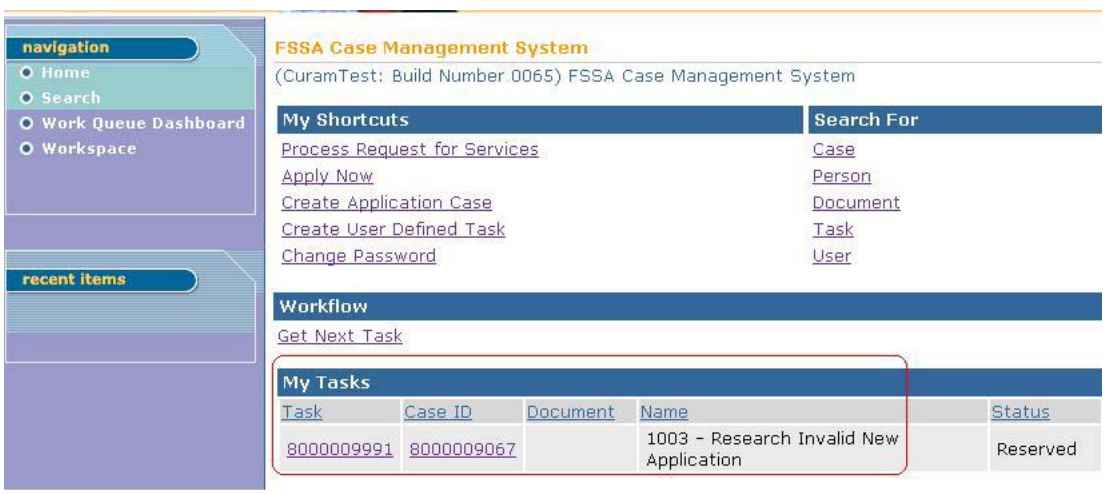
</td></tr>
<tr><td>6.</td><td>Click the page to be rearranged; drag and drop the page into the correct order. Continue until all pages of the document are arranged in the correct order, as per the Task Description.</td></tr>
</table>

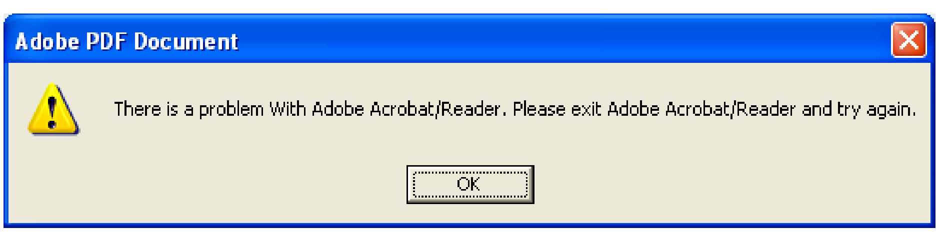
Step	Rearranging a Document
7.	Click *File.* Click *Save As* to save the file to a folder in My Documents on your computer's hard drive. The file name should consist of the Client Name and Document Name for easier retrieval.
8.	Close the document.
9.	Return to Case Home page in WFMS.
10.	Click *Documents* in the left Navigation bar.
11.	Click *Attach Document*. The system navigates to the Create Attachment page.
12.	Click *Browse* to locate the file that was saved in Step 7
13.	When the file is located, click *Open*. This selects the file previously saved and attaches it to the case.
14.	In the Details cluster, select the Document type, and click the *magnifying glass* to choose the Document Name. 
15.	Select the Document Type and click Search.
16.	Select the Document Name. Click Save. The system returns to the Documents list.
17.	Return to the User Home page. Click *Task ID* for the Rearrange Document task. From the Task Home page, click *Close Task*.

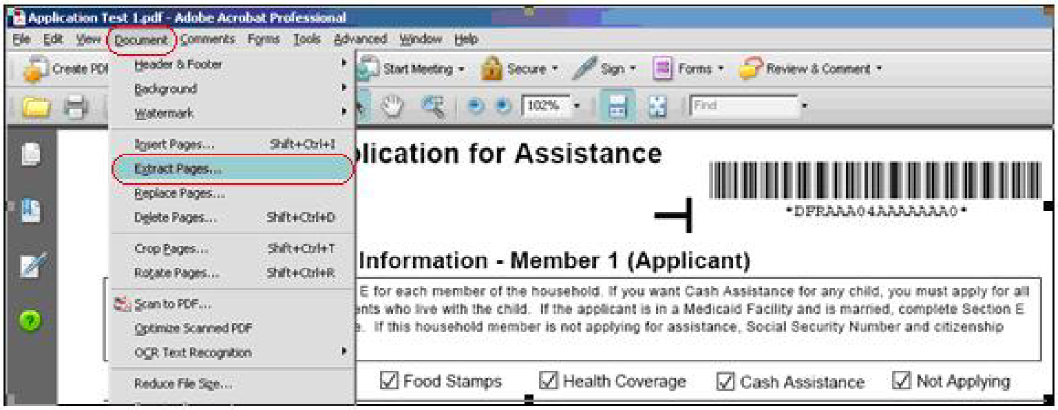
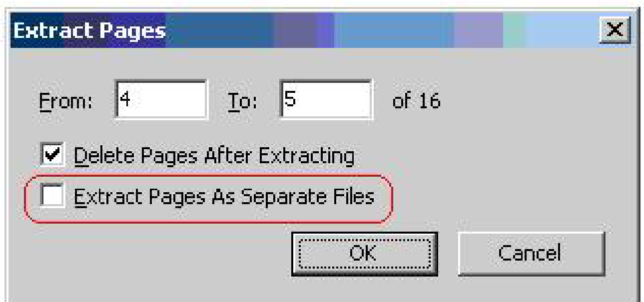
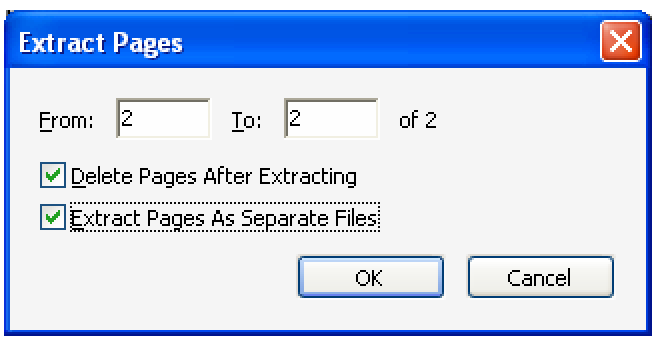
3.11.2.5 Disassembling and Reassembling Multiple-Page Documents

When two multi-page documents are received with the pages from one mixed in with the pages of the second document, a user needs to create a user-defined task for Workgroup 8 to rearrange the document images. For example, a 3 page bank statement and a 4 page lease are received together, and page 2 of the bank statement is displayed as page 1 of the lease. The documents need to be reassembled.

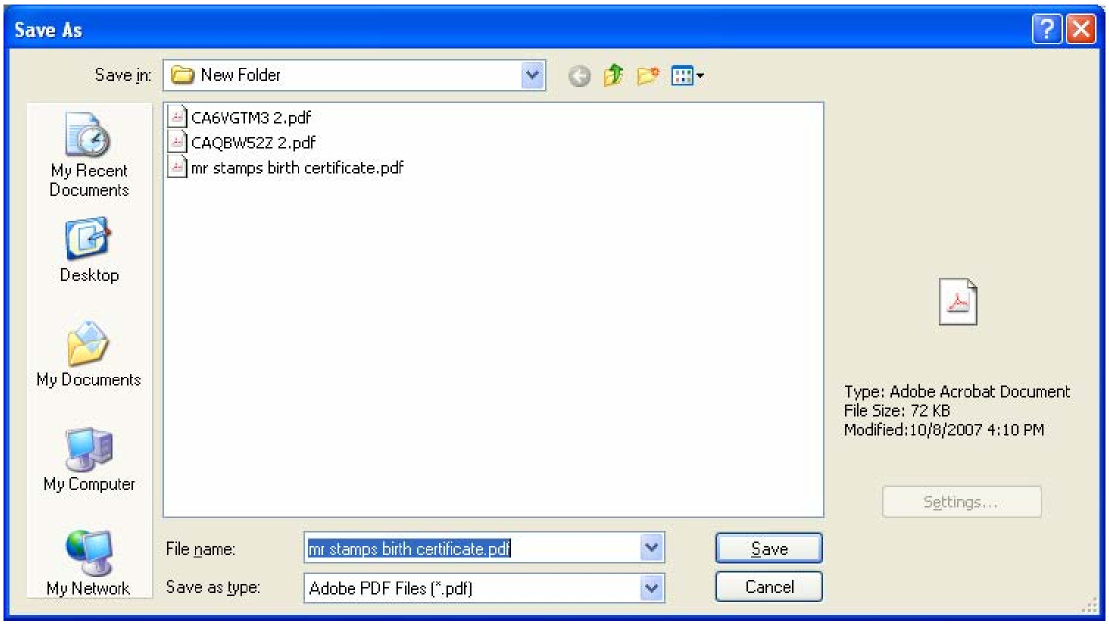
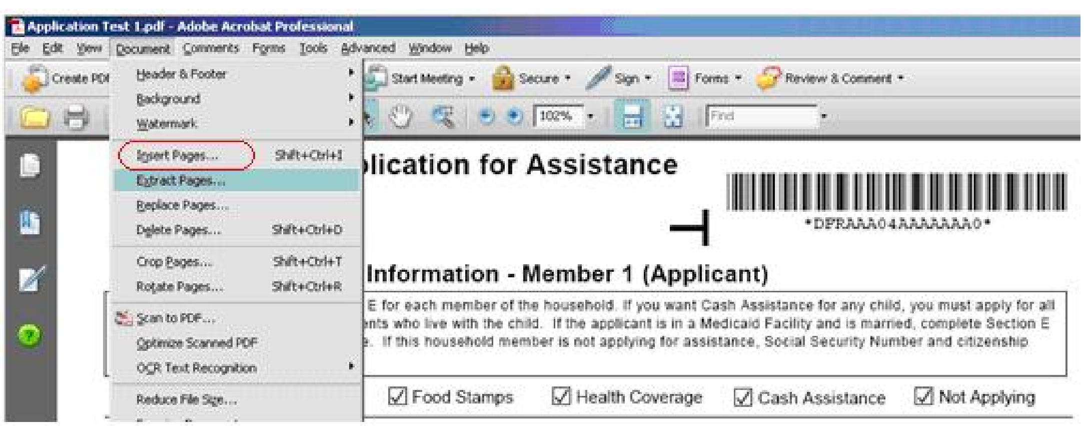
The Document Specialist in Workgroup 8 uses Adobe Acrobat Professional software to move the pages of each document to be in the correct order and with the correct document.

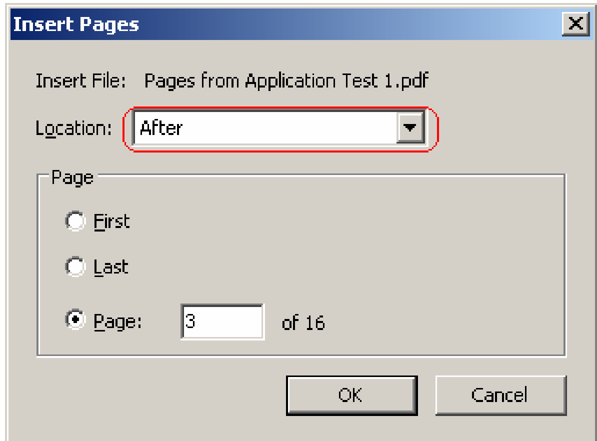
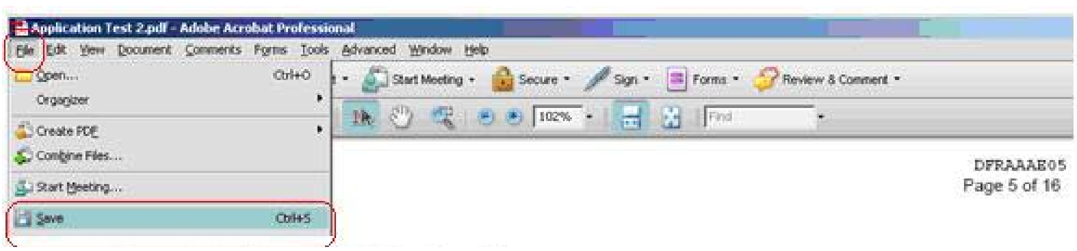
<table>
<tr><th>Steps</th><th>Disassembling and Reassembling Two Multiple-Page Documents</th></tr>
<tr><td>1</td><td>From the User Home page, view My Tasks and click the Task ID. The system takes you to the Task Home page

</td></tr>
</table>

Steps	Disassembling and Reassembling Two Multiple-Page Documents
2	From the Task Home page. View the Task Subject and the Task Instructions. Since these are user-defined tasks, users are expected to enter the Task Name and Task Instructions provided in the User Defined Tasks list in References. (Refer to Section 4.7, User Defined Tasks <insert hyperlink>) **Task Name**: Reassemble Document Images Between Two Multiple-Page Documents **Task Instructions:** (user entered instructions describing the pages that need to be reassembled between the two documents) 
3	Click *Document*, under the Supporting Information cluster. If a Document link does not appear under the Supporting Information cluster, click *Case Home Page* and then click *Documents* in the left Navigation bar. Review every page of the document to identify the pages to be disassembled and reassembled.
4	Click the *Document Name* to open the first document. If the following message displays, click *OK* and continue. 

<table>
<tr><th>Steps</th><th>Disassembling and Reassembling Two Multiple-Page Documents</th></tr>
<tr><td>5</td><td>In the Adobe Acrobat toolbar, click Document. Click Extract Pages from the drop down.

</td></tr>
<tr><td>6</td><td>Enter the page number(s) to be removed (extracted) from the first document.

</td></tr>
<tr><td>7</td><td>Check the box next to Extract Pages As Separate Files. (NOTE Workaround for pilot: for extraction to be successful, check both checkboxes as shown below.)


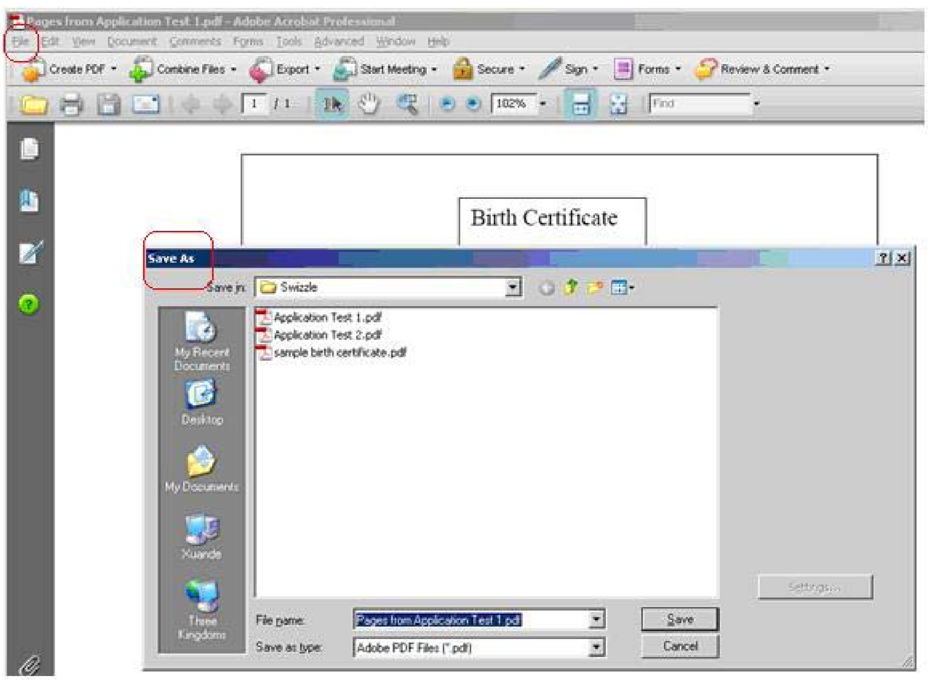
Click OK.</td></tr>
</table>

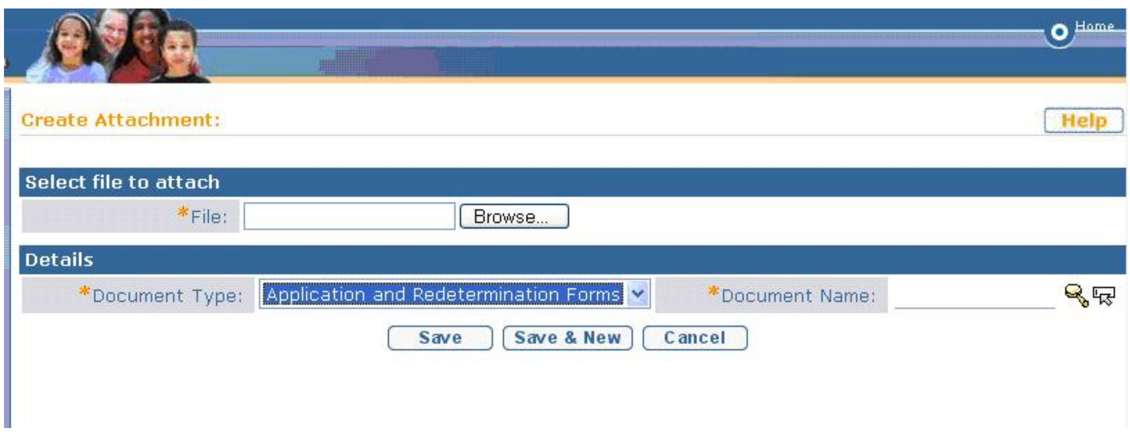
Steps	Disassembling and Reassembling Two Multiple-Page Documents
8	In the Adobe Acrobat toolbar, click *File*. Click *Save As* to save the file to a folder in My Documents on your computer's hard drive. The file name should consist of the Client Name and Document Name so that it can be easily retrieved in Step 12 below. For example: Mary Smith-Birth Certificate Mary Smith-Bank Statement 
9	You have now successfully removed and saved the pages from the first document. Next, go to the Documents list and click the *second document*, which opens in Adobe Acrobat Professional.
10	Review each page in the second document to confirm where the pages extracted from the first document need to be inserted.
11	In the Adobe Acrobat toolbar, click *Documents*. Click *Insert Pages* from the drop down. 

Steps	Disassembling and Reassembling Two Multiple-Page Documents
12	Retrieve the file saved in Step 8, and in the Location and Page fields, enter where pages are to be inserted in the second document. 
13	Click *OK*
14	Carefully review the page insertion and order in the second document to be sure the pages are now in the correct location and in the correct order. If they are not, the pages will need to be rearranged <hyperlink to 3.11.2.4 Rearranging A Document>.
15	In Adobe Acrobat Professional, click *File*.
16	Click *Save As* from the drop down to save both documents. Note: Make sure that if the document is being saved that is updated from the original document that was reviewed; use a new name for the new document that is being saved. Add a 2 or some other indicator to show that it is a new document. 
17	Repeat these steps for each discontinuous page to be moved from Document One to Document Two. ✓ For example, if you are moving pages 2 and 5 from Document One to Document Two, those are discontinuous pages and must be moved separately. ✓ If you are moving pages 2 and 3 from Document One to Document Two, those are continuous and are moved together in the same step.
18	In WFMS, return to the User Home Page. Click *Task ID* of the reserved task. From the Task Home page, click *Close Task.*

3.11.2.6 Splitting Document Images – Extracting Page(s) from One Document to Establish a New Document

A multiple page document is received and indexed to a case as a single document. A user reviews the document and determines that it is actually two different documents and should have been scanned or faxed as two different documents. The document images need to be split. If the user is a Document Specialist, the user can separate the documents. If the user is from any other workgroup, a user-defined task is created <insert hyperlink to 3.11.1.3 Create User Defined Tasks> to split the document images. The task is sent to WG 8.

Steps	Splitting Document Images - Extracting page/pages from one document to establish a new document
1.	Follow steps 1 through 7 in disassembling and reassembling document. <insert hyperlink to 3.11.2.5 Disassembling and Reassembling Multi-Page Documents>
2.	Save the document to a folder in My Documents on the hard drive of your computer. In Adobe Acrobat Professional, click *File*, *Save As* and enter the file name of the document. The file name should consist of the Client Name and Document Name. For example: Mary Smith-Birth Certificate 

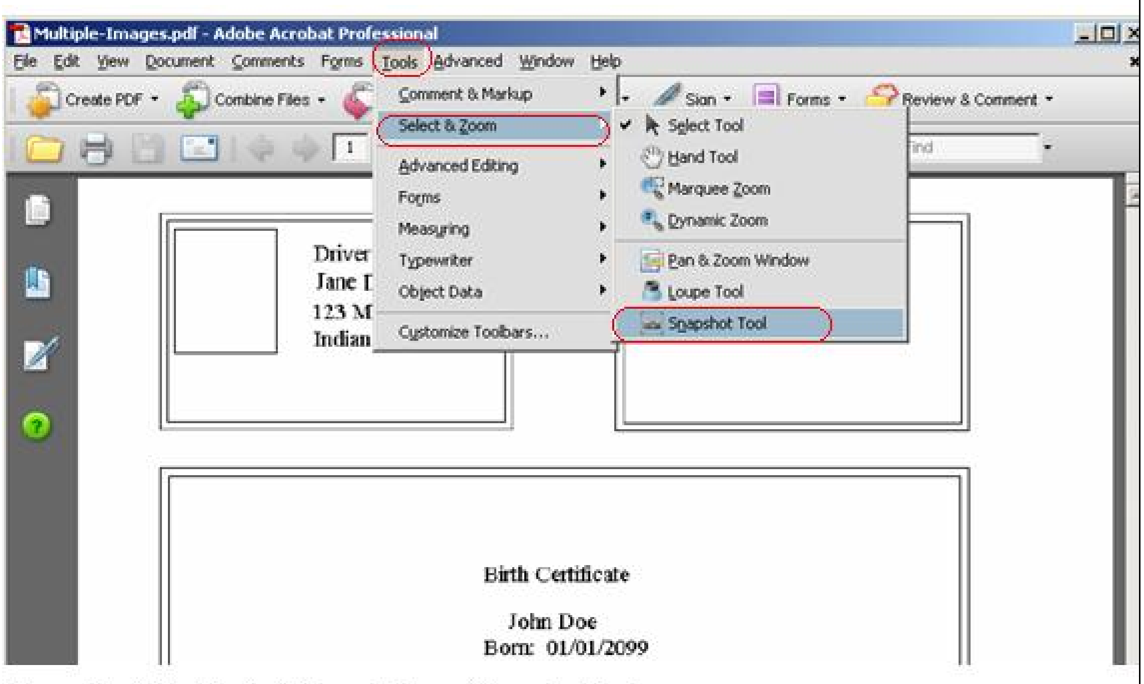
Steps	Splitting Document Images - Extracting page/pages from one document to establish a new document
3.	Click *File,* then click *Save* to save original document back to the Case. 
4.	Close the original document.
5.	To Index the document to a new or existing case, return to Case Home page in WFMS.
6.	Click *Documents* in the left Navigation bar.
7.	Click *Attach Document*. The system navigates to the Create Attachment page. 
8.	Click *Browse* to locate the file that was saved in Step 2.
9.	When the file is located, click *Open*. This selects the file previously saved and attaches it to the case.
10.	In the Details cluster, select the *Document type*, and click the *magnifying glass* to choose the Document Name. 
11.	Select the Document Type and click *Search*.
12.	Select the Document Name. Click *Save*. The system returns to the Documents list.
13.	Return to the Home page. Click *Task ID*. Click *Close Task*.

3.11.2.7 Separating Multiple Images from a Single Document

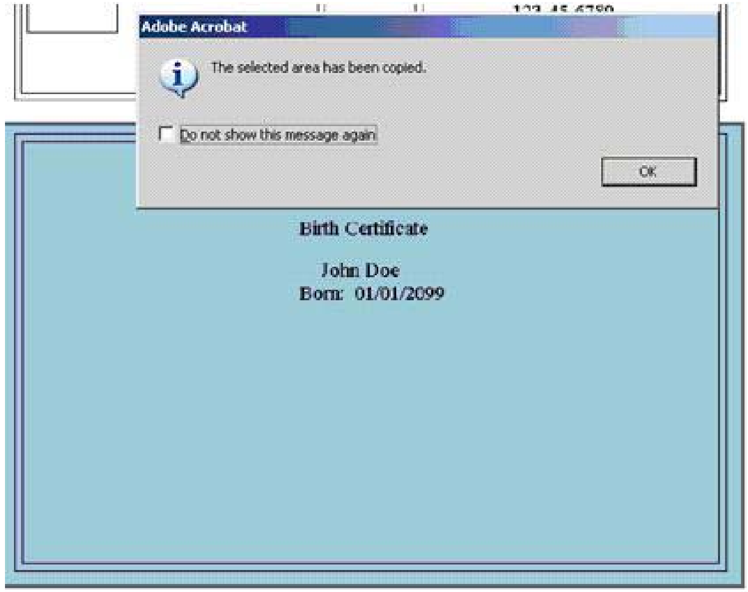
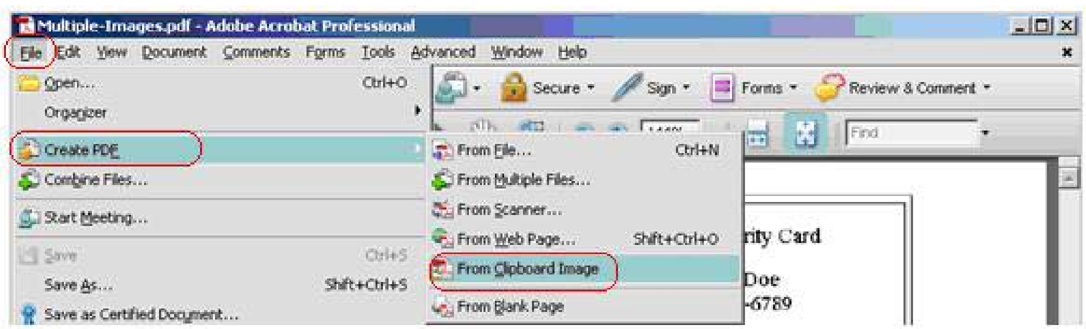
A document received and scanned shows copies of multiple verification documents on a single page (such as birth certificates and Social Security cards for several children copied on the same page.) The Document Specialist in Workgroup 8 receives a task to separate the images into individual documents for each verification. Then the documents can be indexed to each Client in the case.

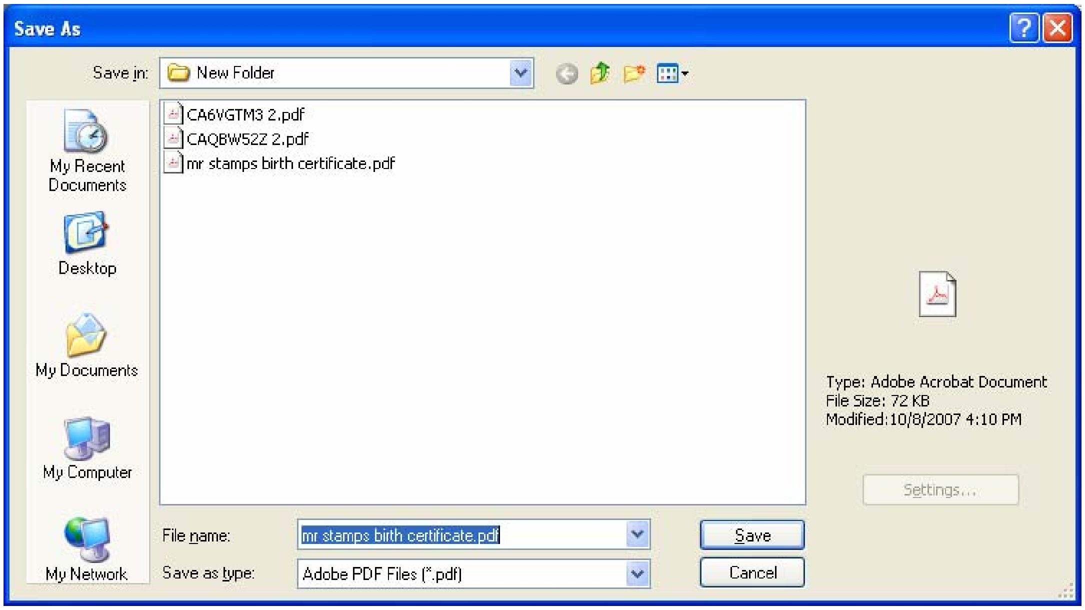
<table>
<tr><th>Steps</th><th>Separating Multiple Images from a Single Document</th></tr>
<tr><td>1.</td><td>From the User Home Page, click the Task ID.</td></tr>
<tr><td>2.</td><td>From the Task Home Page, review the Subject and Task Instructions.</td></tr>
<tr><td>3.</td><td>Under the Supporting Information cluster, click the Case Home Page. If there is a Document shown under the Supporting Information cluster, click to view. Otherwise, view the document by clicking Documents under the Left Navigation bar on the Case Home page.</td></tr>
<tr><td>4.</td><td>Click View to see the document that needs to be separated into multiple images.</td></tr>
<tr><td>5.</td><td>In View Document Details, click the Document Name. This opens the document in Adobe Acrobat Professional.</td></tr>
<tr><td>6.</td><td>For each image to be separated into a new document, complete the following

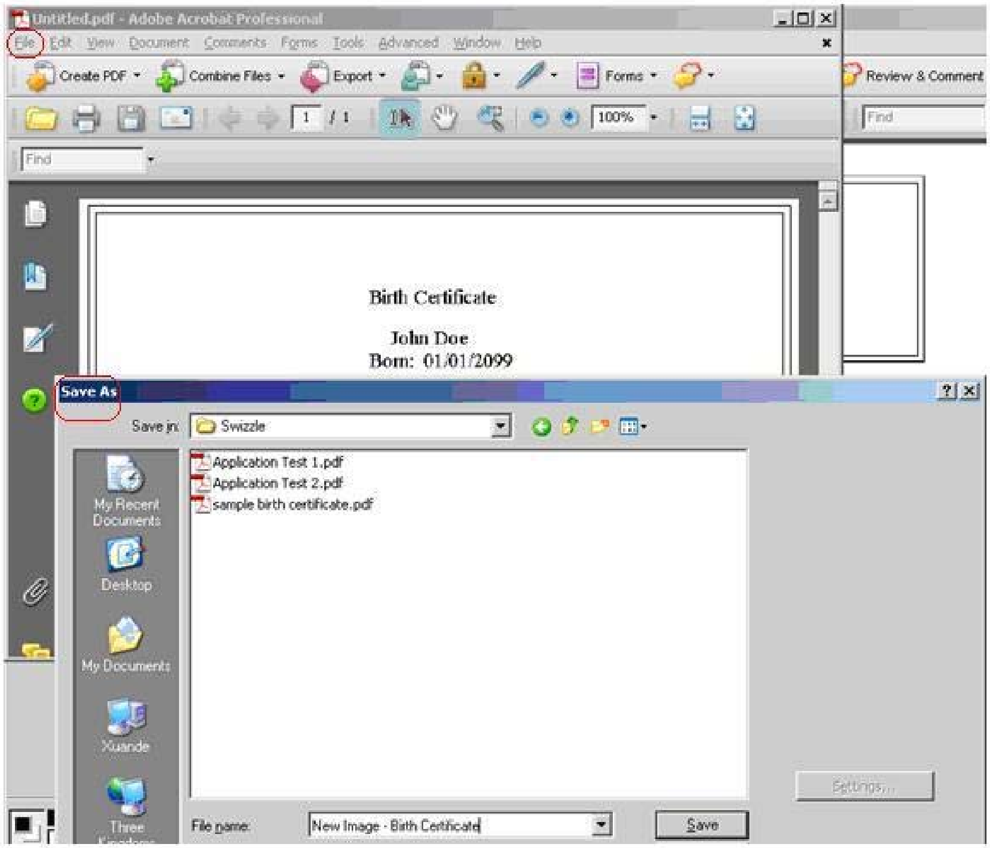
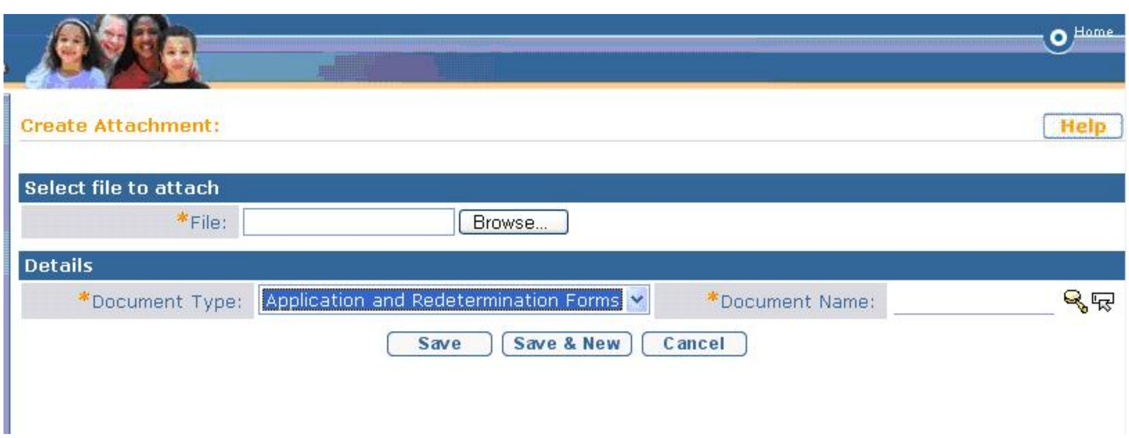
- ✓ Click *Tools*
- ✓ Click *Select & Zoom*
- ✓ Click *Snapshot Tool*

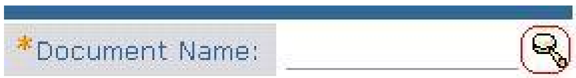


</td></tr>
</table>

Steps	Separating Multiple Images from a Single Document
7.	Click and drag to highlight the area of the page to be copied to a new image. The following message is displayed. 
8.	Click *OK*.
9.	To create a new file with the highlighted image in Adobe Acrobat Professional: ✓ Click *File* ✓ Click *Create PDF* ✓ Click *From Clipboard Image* 

Steps	Separating Multiple Images from a Single Document
10.	To save the new document, in Adobe Acrobat click *File* and click *Save As* to save the new document to a folder under My Documents on your computer's hard drive. Use the Client name and document name in the file name for easier retrieval. Note: Make sure to use a new file name different from the original document that was saved. Add a 2 or some other indicator to save the new document without losing the original document that was saved. Click *Save*. 

Steps	Separating Multiple Images from a Single Document
	
11.	Click the *X* at the upper right corner of the document image. Click Close on the View Document Details screen. The Documents page is now displayed.
12.	If you need to index the document to a new case, go to the Case Home page for that case and navigate to Documents. If you are separating multiple images within the same case, the system returns to the Documents page after Step 11.
13.	In WFMS, click *Attach Document*. The system navigates to the Create Attachment screen. 

Steps	Separating Multiple Images from a Single Document
14.	Click *Browse* and select the file saved in Step 10. Click *Open*.
15.	In the Details cluster of Create Attachment, select the Document Type (from the dropdown) and click the *magnifying glass icon* to identify the correct Document Name for the Document Type selected. 
16.	Click Search. Select the Document Name.
17.	Click *Save*. The system returns to the Documents page. The separated image is now listed.
18,	Repeat these steps for each image to be separated from the original document.
19.	Return to the Home page. Click *Task ID*. Click *Close Task*.

3.11.3 Search Instructions

3.11.3.1 Overview

Search-related activities may be initiated when applicants, Clients or third parties contact a Call Center, Service Center, State Office or Help Center and request information about a specific case. Document Specialists at the Service Center also use Search activities to attempt to index documents to cases or applications that have been sent without bar codes. These activities may also occur when completing activities related to WFMS work tasks or case processing activities in ICES.

Search activities include:

- Searching for a Person <insert hyperlink>
- Searching for a Case <insert hyperlink>
- Searching for a Non-Indexed Document <insert hyperlink>
- Searching for a Task <insert hyperlink>
- Searching for an Internal User <insert hyperlink>

3.11.3.2 Purpose of Searches

The purpose of the search functions is to assist users in processing actions related to cases and Clients by searching for a person, case, document, task and/or user.

In addition to performing searches in WFMS, an ICES search may be needed to determine if an individual is known to ICES. Correctly matching information in ICES is necessary to successfully complete clearance and prevent duplicate RIDS for individuals.

3.11.3.3 Search Results

The system displays a list of results when a search is initiated from any of the search pages (Person, Case, Non-Indexed Document, Internal User or Task). From this list, the user is able to:

- Select a specific individual, case, user, task or non-indexed document
- View additional details to allow identification of the correct record

When no match is found, the system displays “0 results”.

3.11.3.4 Best Practice Suggestions

When searching, if a match is not found, repeat the search using fewer search criteria. Entering all possible search criteria may not locate individuals who were initially entered into the system with minimal or incorrect information. Also, when you search a person by name, it may be helpful to search using a partial name. For example, if the person’s first name is Conny, use Conn as someone else may have entered it in as “Connie”, “Conni”, or “Conney” and the search results may not find anyone matching the individual if, in the First Name field, Conny is the only name entered for the search. Therefore, depending on search results, enter fewer details and then narrow the search, if necessary. In addition, prior names and addresses should be used when known for additional searches.

3.11.3.5 Searching for a Person Work Instructions

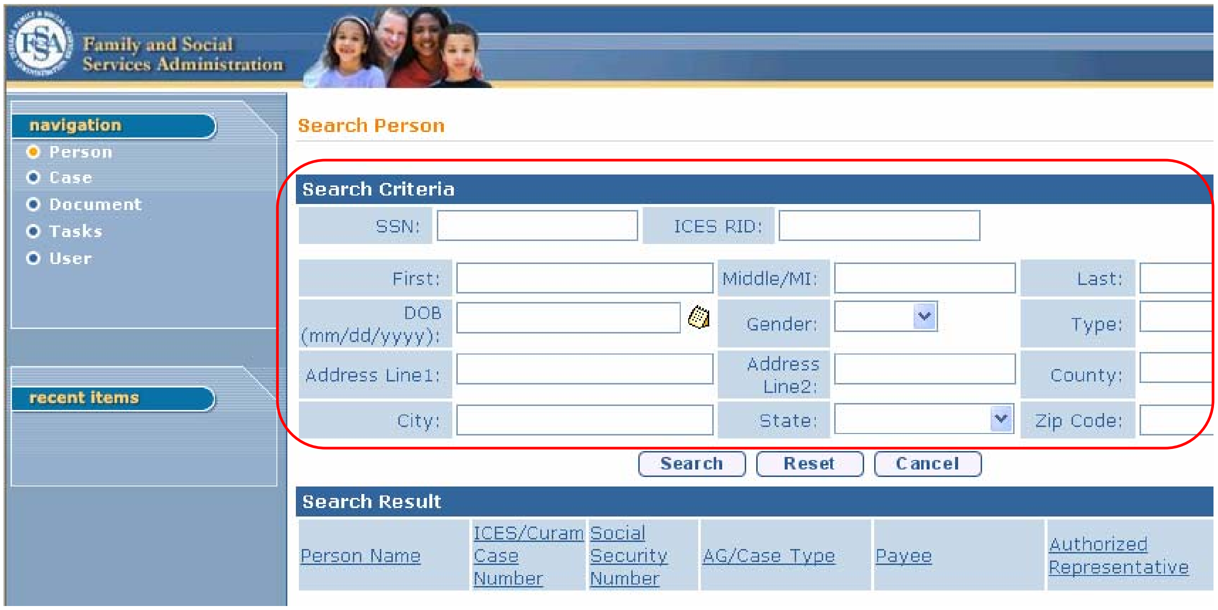
Searching for a Person is necessary to complete a work task or case processing to determine if a person already exists in the system.

<table>
<tr><th>Step</th><th>Searching for a Person</th></tr>
<tr><td>1.</td><td>
Access the Search For option on the Home page in WFMS.
Click the Person link.


OR, you may search for a person by clicking the Search option on the left Navigation bar.


</td></tr>
</table>

Step	Searching for a Person
2.	When the Search Person is displayed, enter the available identifying information regarding the individual in the search fields.



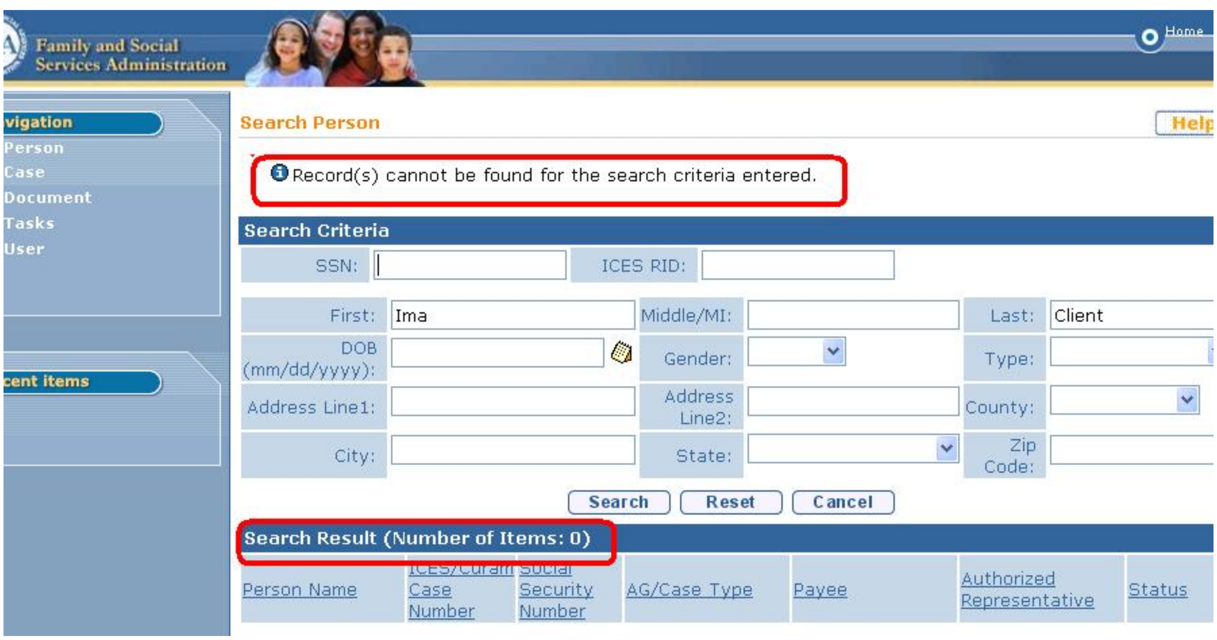
The following table includes a description of each field on the Person Search page.

Data Element	Description
ICES RID (Recipient Identification) Number	12 digits
Social Security Number	xxx-yy-zzzz
Last Name	Up to 15 characters
First Name	Up to 15 characters
Middle/MI	Up to 1 character
Date of Birth	mm/dd/yyyy
Gender	Drop-down box with options: M or F
Address Line 1	
Address Line 2	
City	
State	Drop down box with State options
Zip Code	5 digits
County	Drop down box with options
Type	Screening Client, Applicant or Client

Step	Searching for a Person
3.	Conduct a person search using one or more of the following, in the order of preference listed: ✓ Social Security Number ✓ ICES RID Number ✓ First and Last Name ✓ Street/Rural Route, City and State Address (to narrow the results include as many address fields as available) ✓ First and Last Name and Address ✓ First and Last Name and Date of Birth Click the *Search* button on the Search Person page. 

<table>
<tr><th>Step</th><th>Searching for a Person</th></tr>
<tr><td>4.</td><td>
A successful Person Search displays a Person Name, ICES/WFMS Case Number, Social Security Number, AG/Case Type, Payee, Authorized Representative and Status that matches the search fields completed.

If no match is found, Search Results display “Search Result (Number of Items: 0)” and Information displays “Record(s) cannot be found for the search criteria entered.”

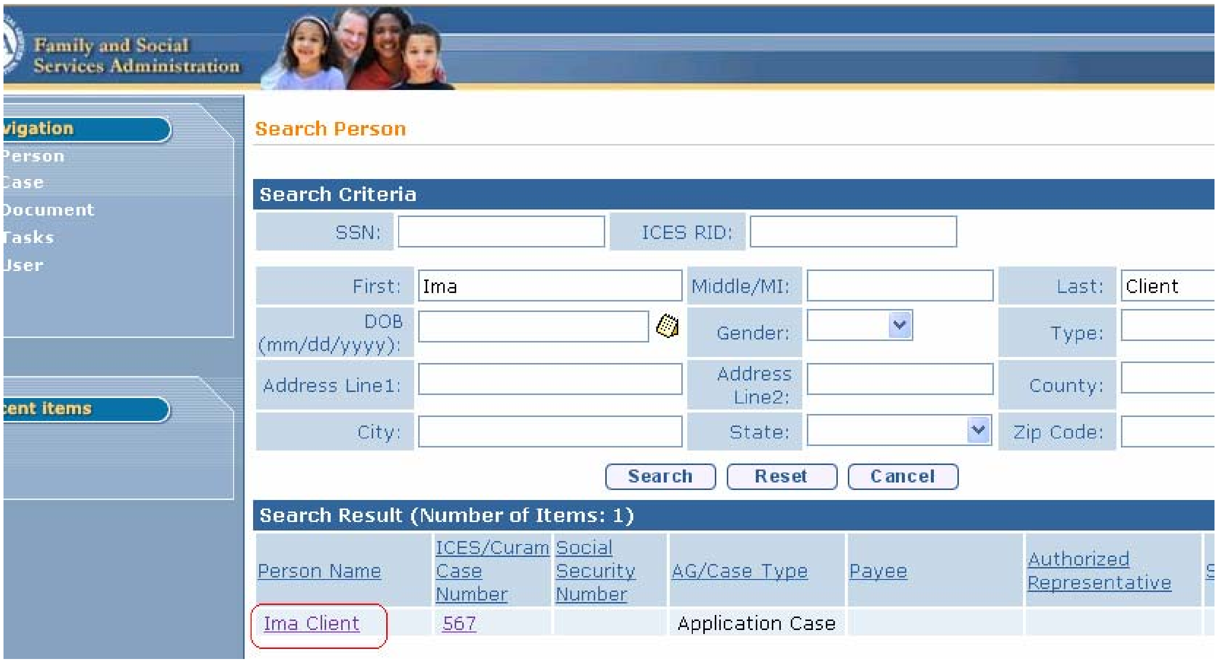


</td></tr>
</table>

<table>
<tr><th>Step</th><th>Searching for a Person</th></tr>
<tr><td>5.</td><td>

From the Search Results, click the link of the *person's name* that you want to view, or you can click the *Case Number* that you want to view.

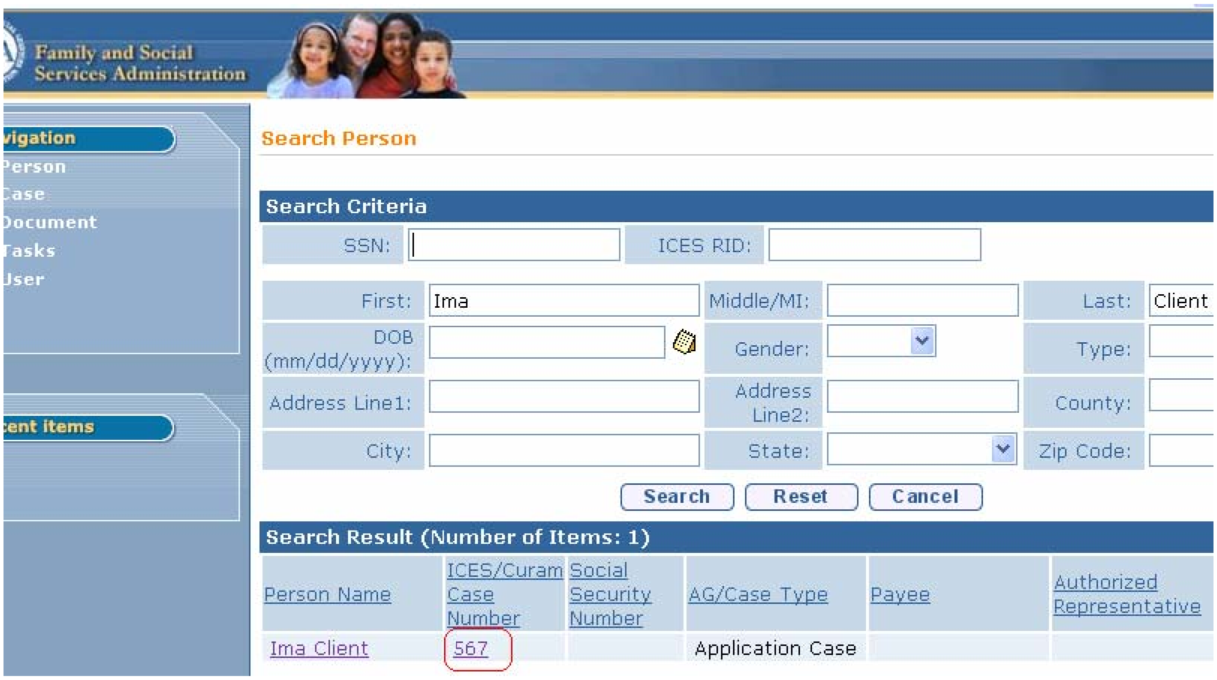
To view information about the person, click the link of the name of the person you want to view.



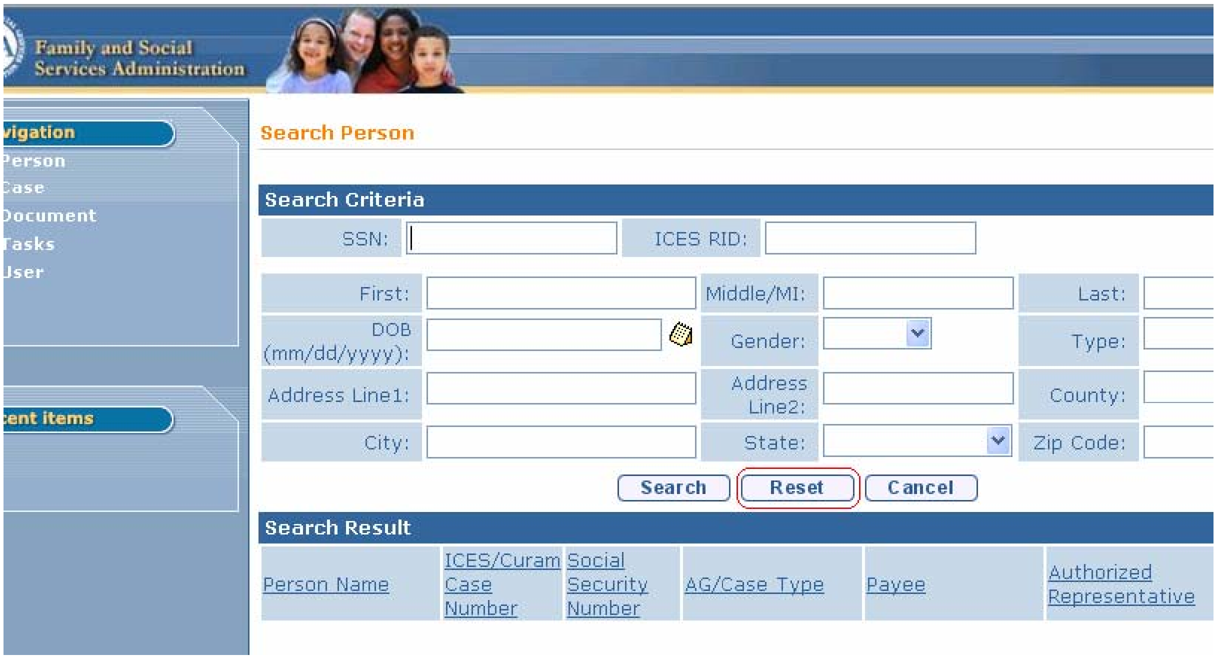
The View Member page displays.

</td></tr>
</table>

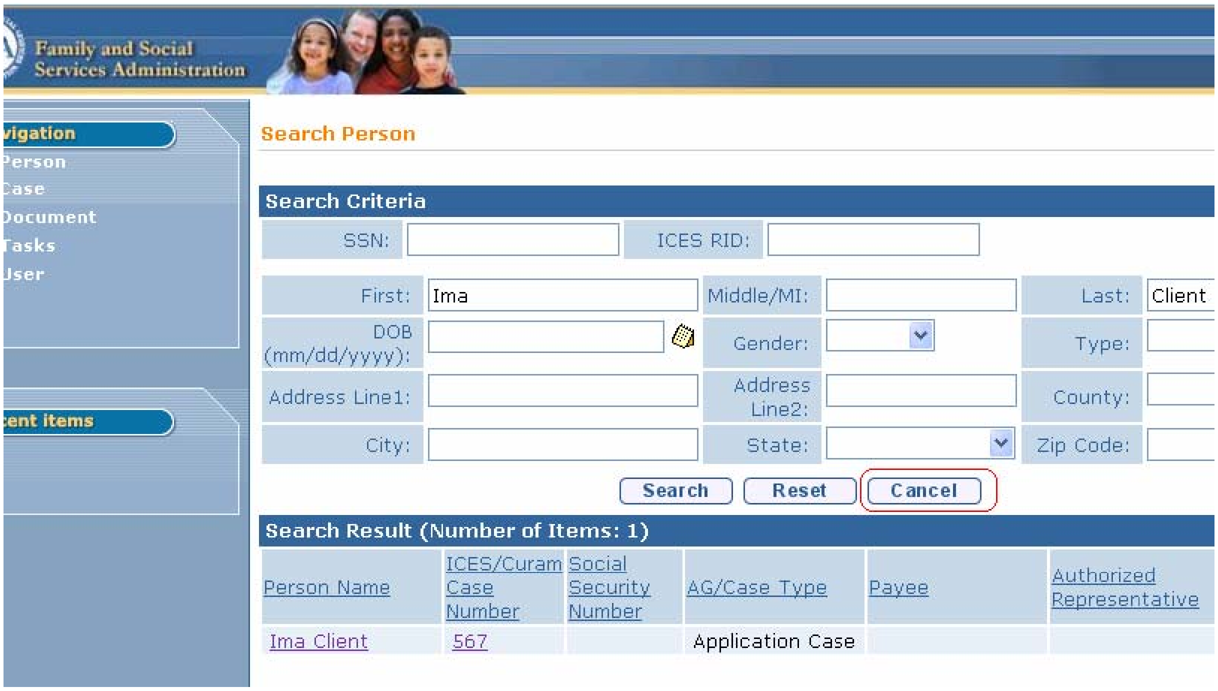
Step	Searching for a Person
	To view information about the case, click the link of the Case Number that you want to view.



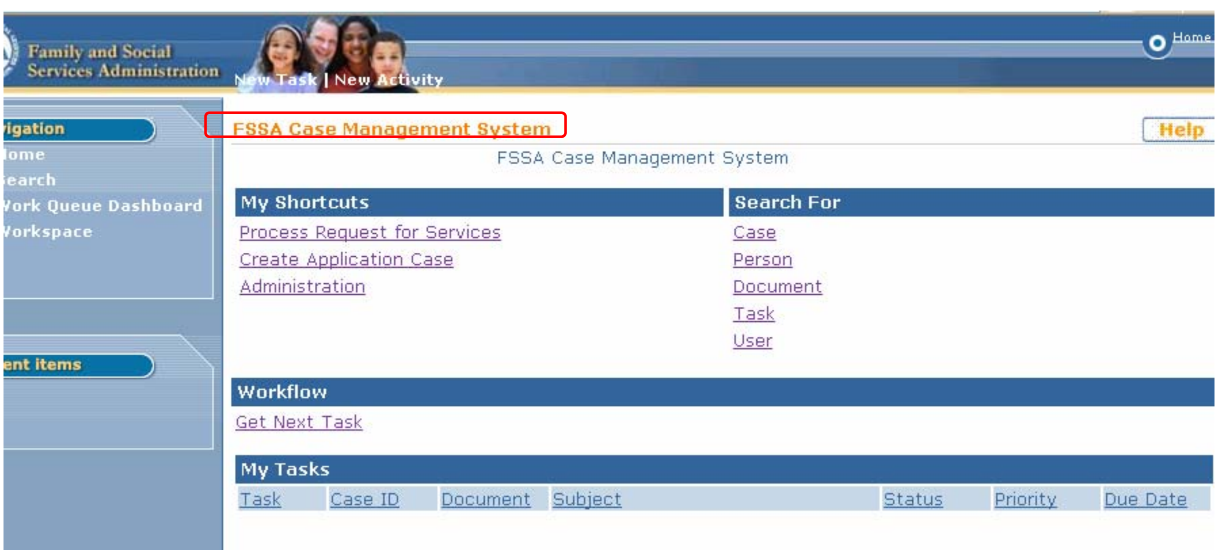
The Application Case Home page displays.

Step	Searching for a Person
6.	To start another Person Search, click the *Reset* button and the search criteria resets the Person Search page to blank fields. 

<table>
<tr><th>Step</th><th>Searching for a Person</th></tr>
<tr><td>7.</td><td>
To end or cancel a Person Search, click the Cancel button.



The FSSA Case Management System Home page displays.



</td></tr>
</table>

3.11.3.6 Searching for a Case Work Instructions

Searching for a case is necessary when you are completing a work task or case processing to determine if a case exists in the system, or to view information that is in a specific case.

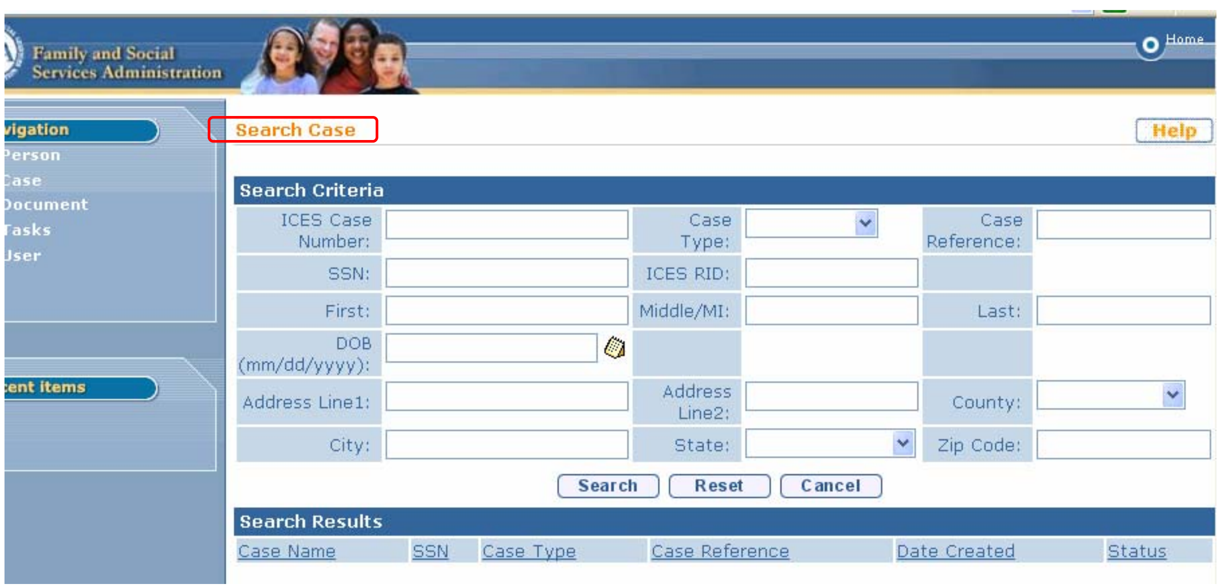
If the case is a State Program which is never entered into the ICES system, the results display as an application, even when case processing is completed.

<table>
<tr><th>Steps</th><th>Searching for a Case</th></tr>
<tr><td>1.</td><td>
Access the Search For option on the Home page of the FSSA Case Management System. Click the Case link.

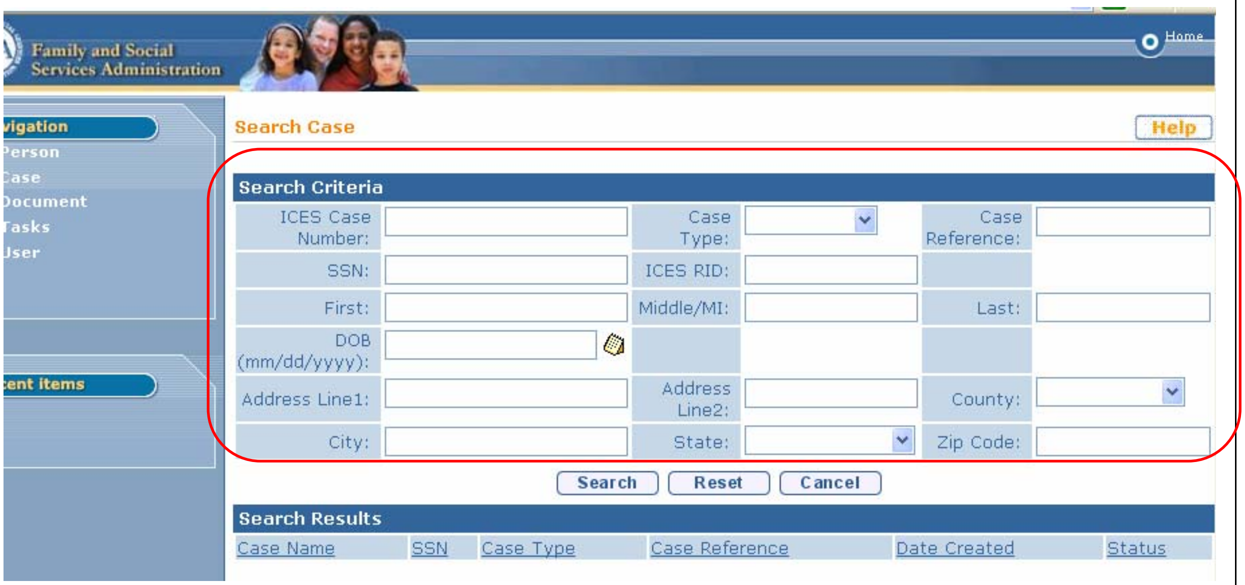
Or, search for a case by clicking the Search option on the left Navigation bar.

</td></tr>
</table>

<table>
<tr><th>Steps</th><th>Searching for a Case</th></tr>
<tr><td></td><td>Then, click the Case option on the left Navigation bar.

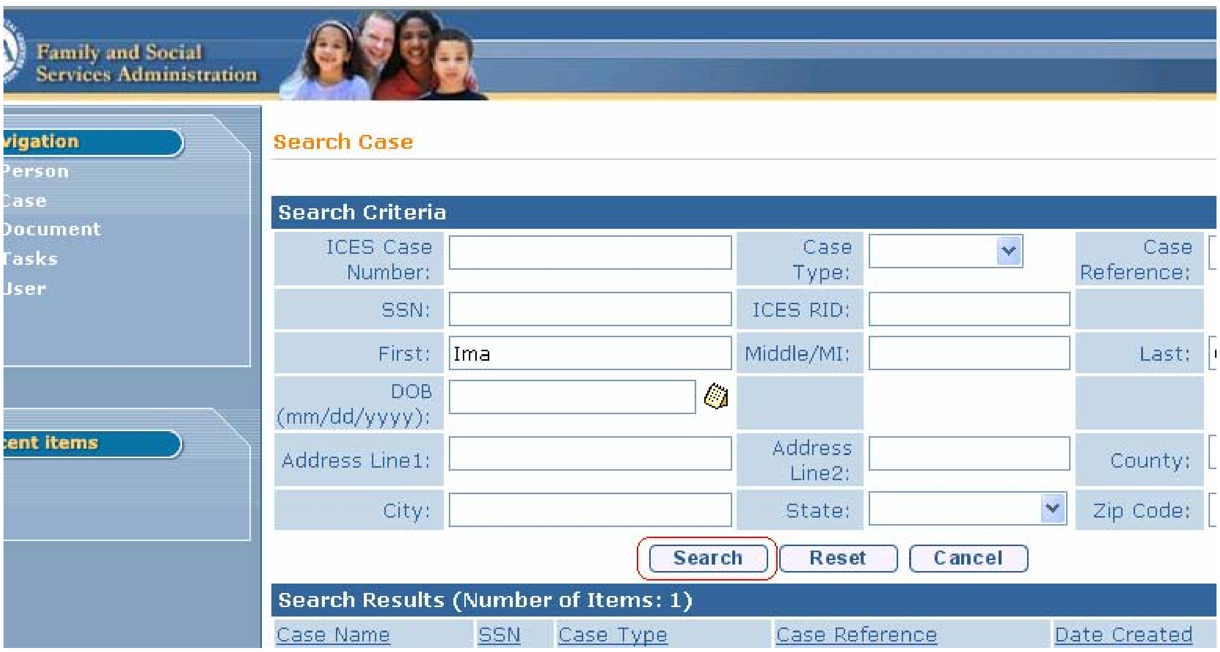
</td></tr>
<tr><td>2.</td><td>To display the Search Case page, click the Case link on either the Search For option and the Case link, or the Search option on the left Navigation bar and the Case link.

</td></tr>
</table>

Steps	Searching for a Case
3.	Enter available identifying information regarding the case in the search fields.



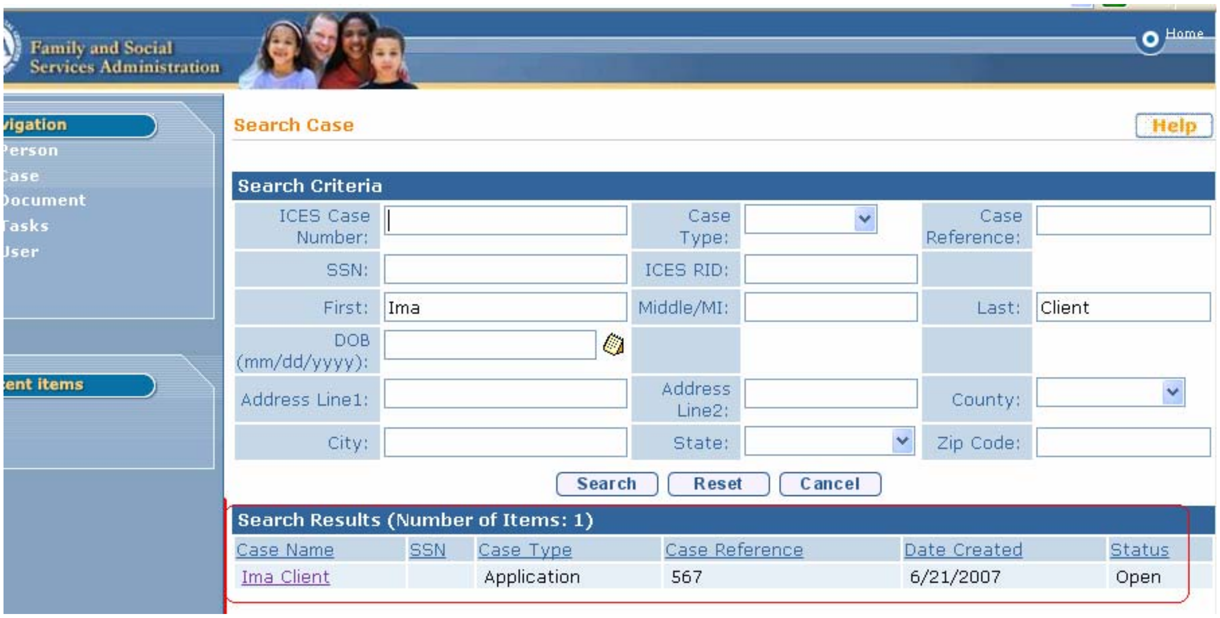
The following table includes a description of each field on the Case Search page.

Data Element	Description
ICES Case Number	10 digits
Case Type	Drop down box options of Screening, Application, Standard
Case Reference	WFMS Case Number
Social Security Number	xxx-yy-zzzz
ICES Rid Number	12 digits
First Name	
Middle/MI	Up to 1 character
Last Name	
Date of Birth	Mm/dd/yyyy
Address Line 1	
Address Line 2	Apartment number
County	
City	
State	Drop down box with state options
Zip Code	

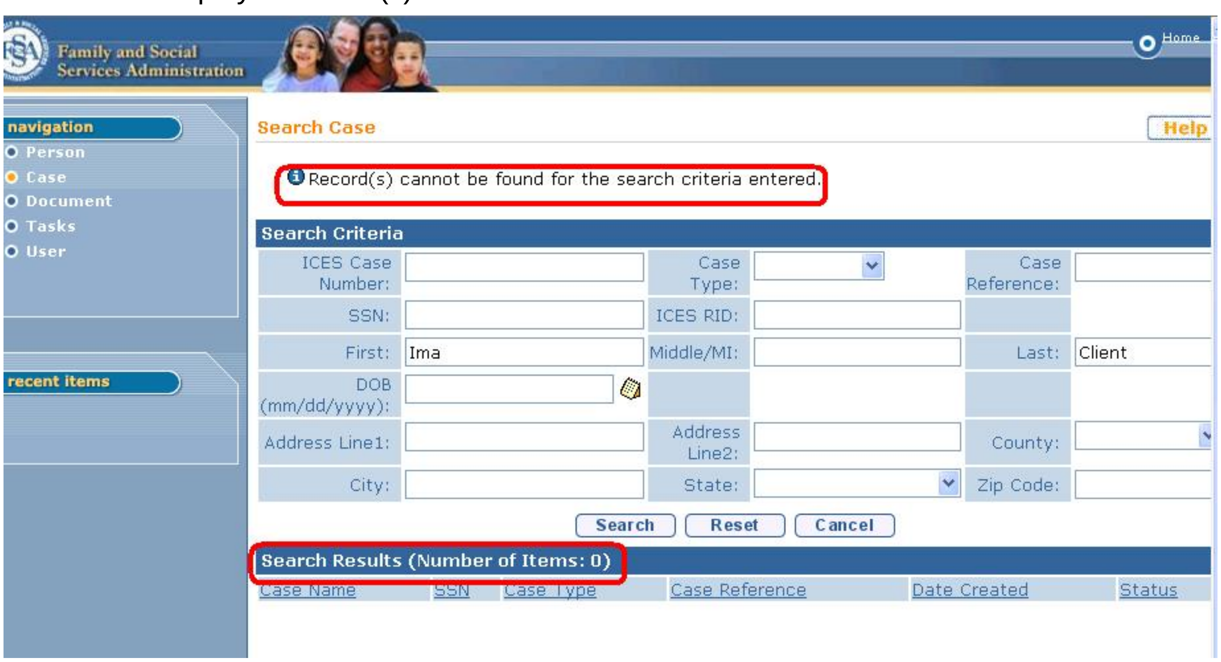
Steps	Searching for a Case
4.	Conduct a case search using one or more of the following in the order of preference listed: ✓ Case Number (WFMS or ICES) ✓ Social Security Number of an individual potentially associated with the WFMS Case ✓ ICES RID Number of an individual potentially associated with the WFMS Case ✓ First and Last Name and Date of Birth of an individual potentially associated with the WFMS Case ✓ First and Last Name of an individual potentially associated with the WFMS Case ✓ Case type, which is a drop down box option of Screening, Application, or Standard Enter the information regarding the case, and click the *Search* button on the Search Case page. 

<table>
<tr><th>Steps</th><th>Searching for a Case</th></tr>
<tr><td>5.</td><td>

A successful Case Search displays the Case Name, Date of Birth, SSN, Case Type, Case Reference Number(WFMS), ICES Case Number, Date Created (in WFMS), and the Status of the case that match the search fields completed.

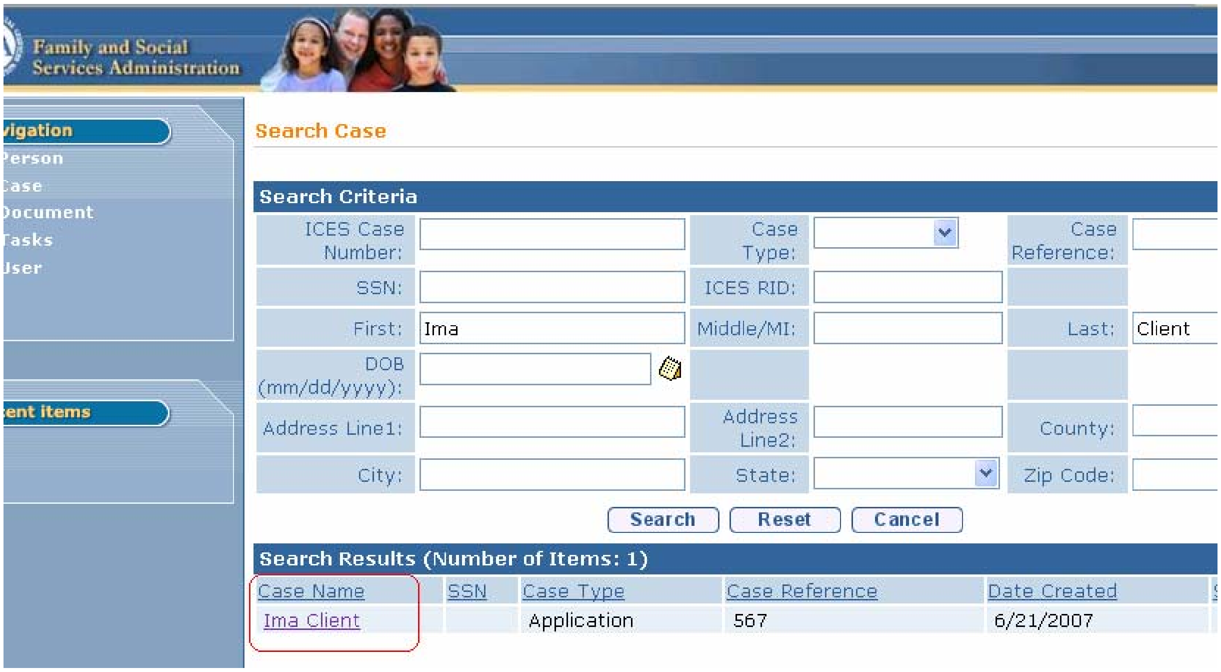


If no match is found, Search Results displays “Search Results (Number of Items: 0)” and Information displays “Record(s) cannot be found for the search criteria entered.”

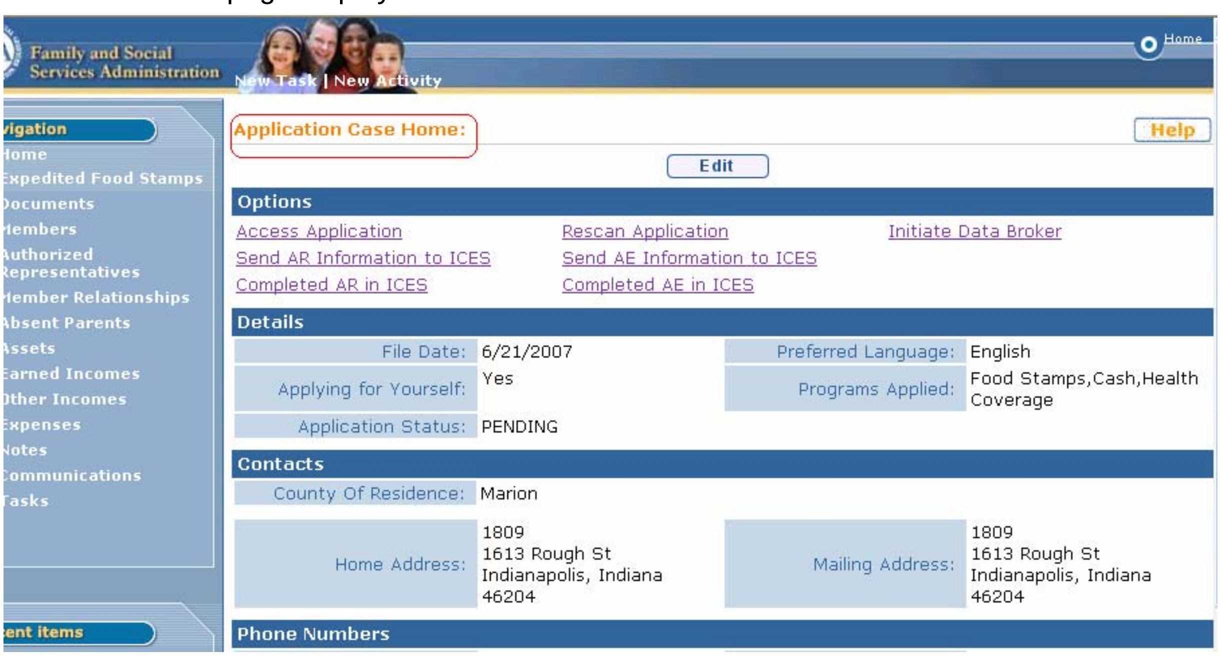


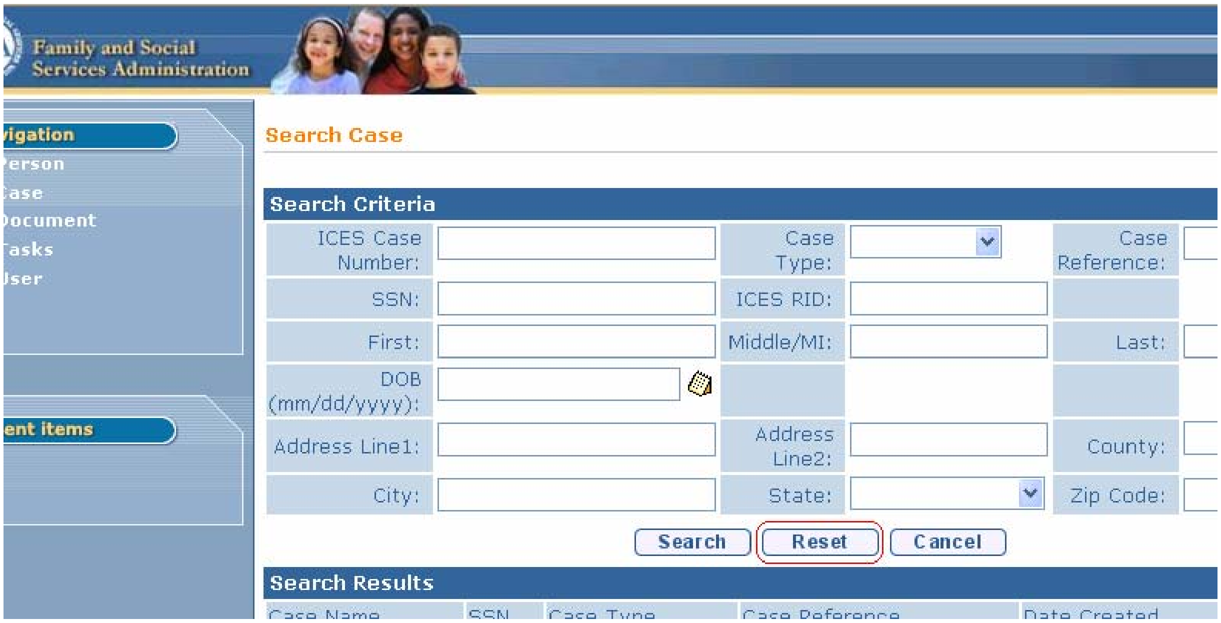
</td></tr>
</table>

Steps	Searching for a Case
6.	Click the link of the person's name that you want to view.



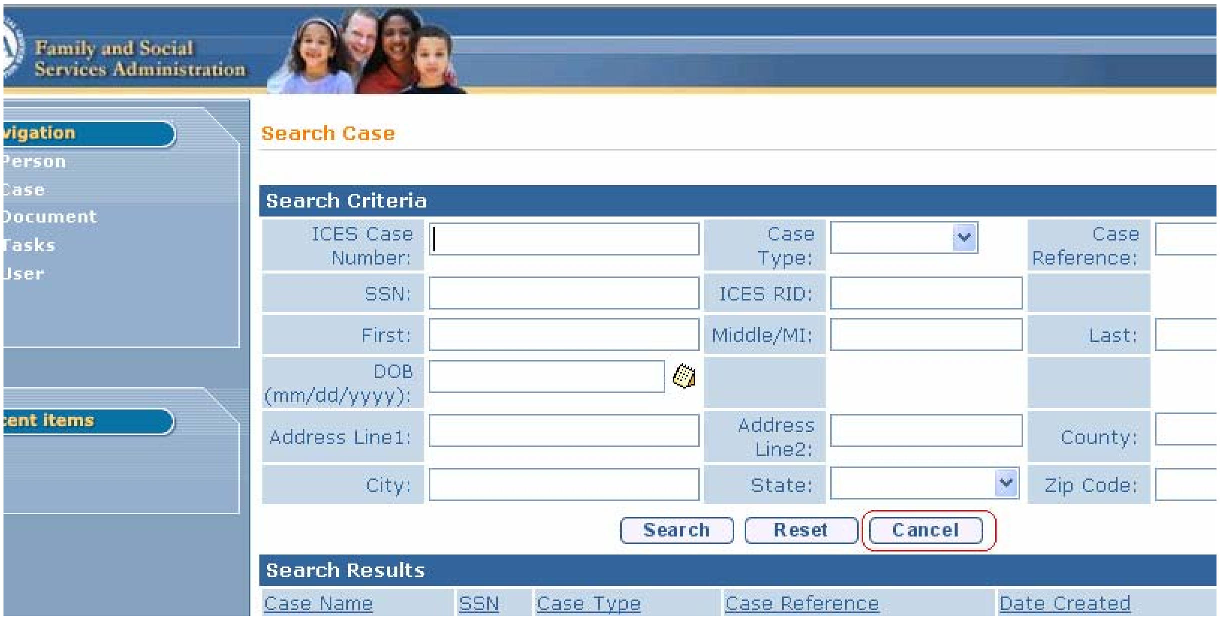
The Case Home page displays.



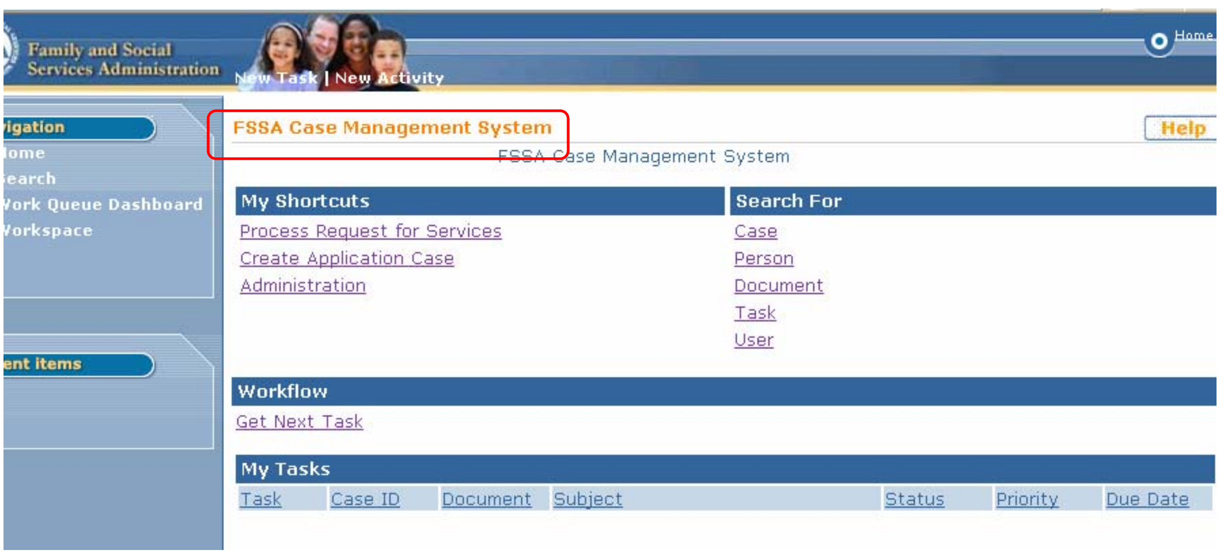
Steps	Searching for a Case
7.	To start another Case Search, click the *Reset* button and the search criteria resets the Case Search page to blank fields. 

<table>
<tr><th>Steps</th><th>Searching for a Case</th></tr>
<tr><td>8.</td><td>

To end or cancel a Case Search, click the *Cancel* button.



The FSSA Case Management System Home page displays.



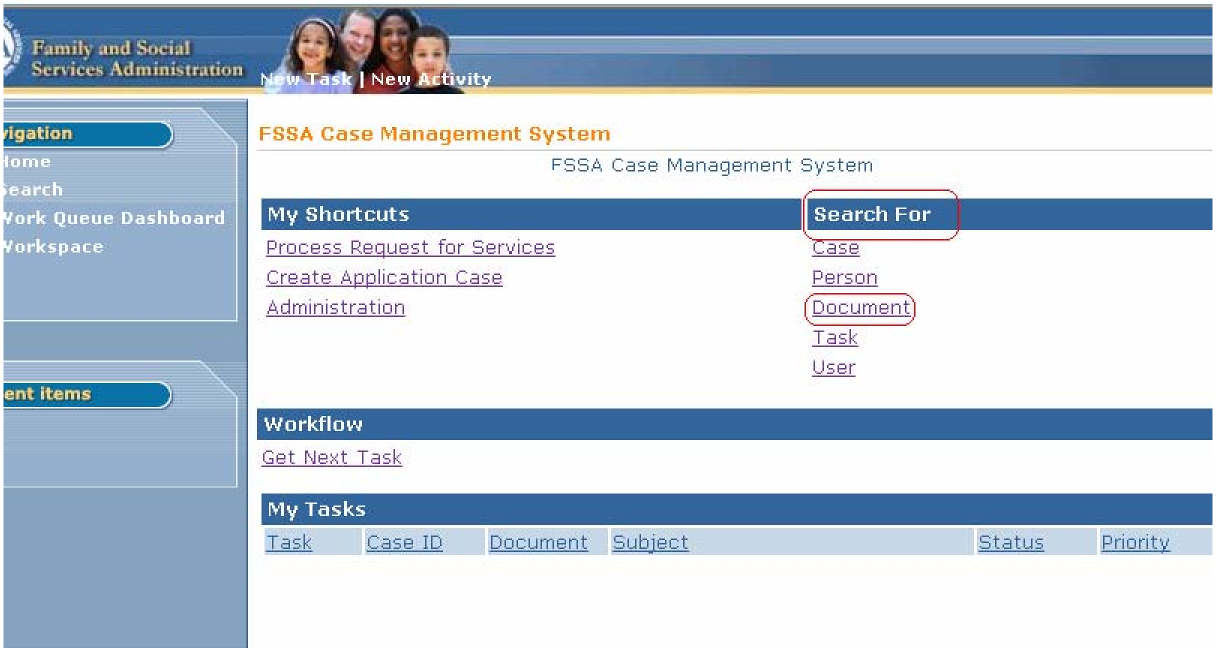
</td></tr>
</table>

3.11.3.7 Searching for a Non-Indexed Document Work Instructions

The purpose of this search is to locate a submitted document that is not indexed to a case and, upon locating the document, index the document to the correct WFMS case. Non-indexed documents are maintained in a repository of Non-Indexed documents.

This search may occur at multiple points during application, re-determination and reported change processing; or other Client or eligibility related processing.

<table>
<tr><th>Steps</th><th>Searching for a Non-Indexed Document</th></tr>
<tr><td>1.</td><td>
Access the Search For option on the Home page in the FSSA Case Management System.

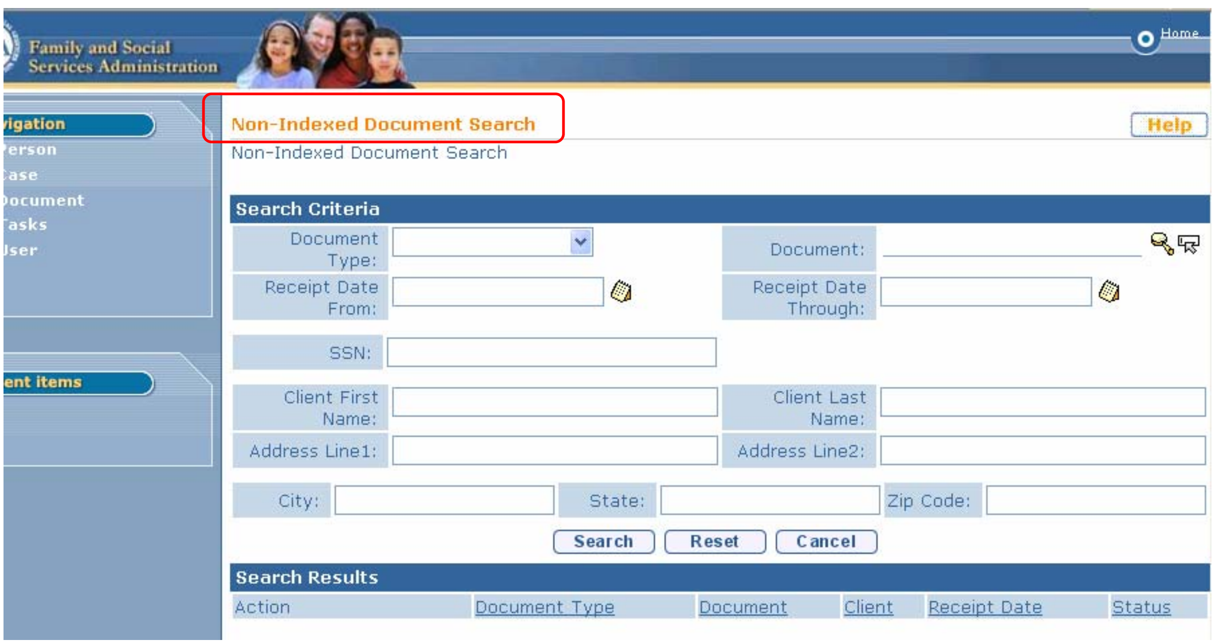


Or, you may search for Documents by clicking the *Search* option on the left Navigation bar.

</td></tr>
</table>

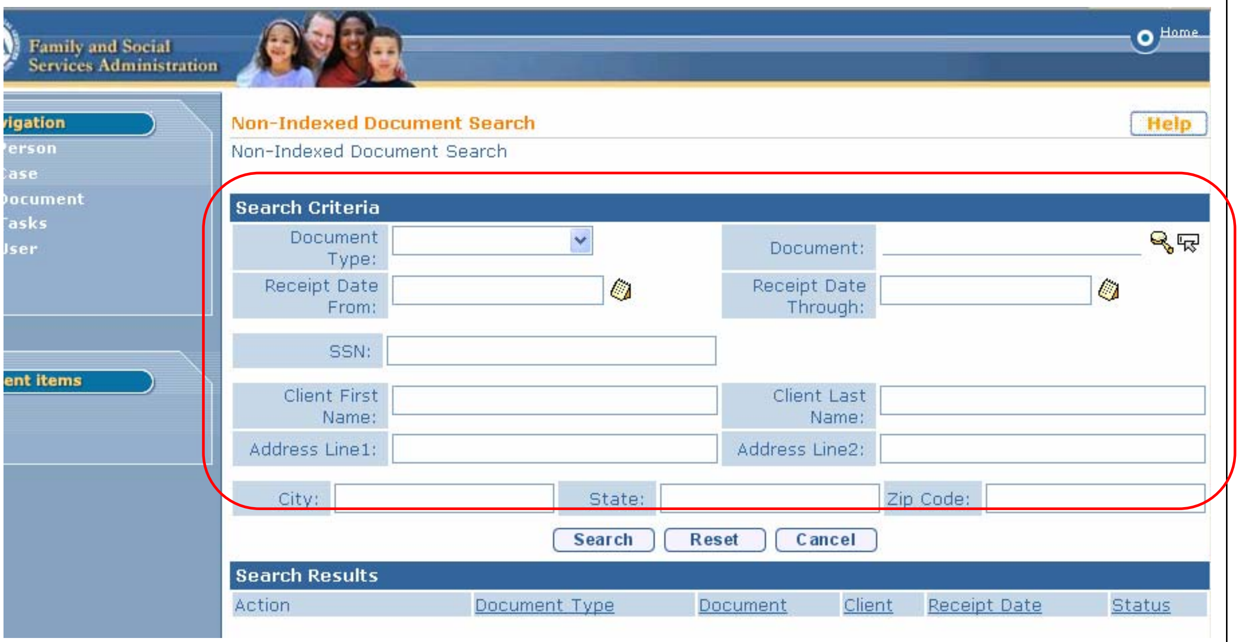
<table>
<tr><th>Steps</th><th>Searching for a Non-Indexed Document</th></tr>
<tr><td></td><td>Then click Document.

</td></tr>
<tr><td>2.</td><td>Clicking the Document link displays the Non-Indexed Document Search page.



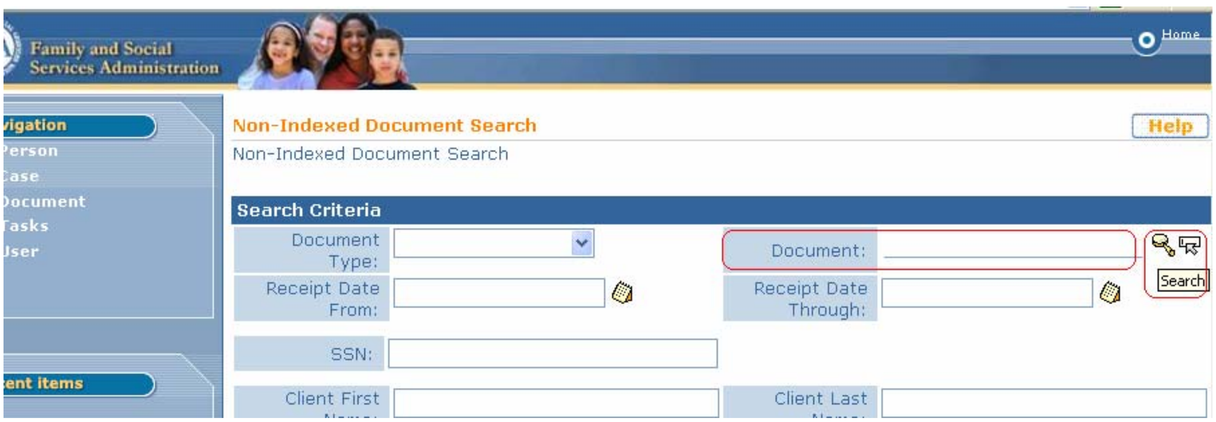
</td></tr>
</table>

Steps	Searching for a Non-Indexed Document
3.	Enter available identifying information related to the document in the search fields.

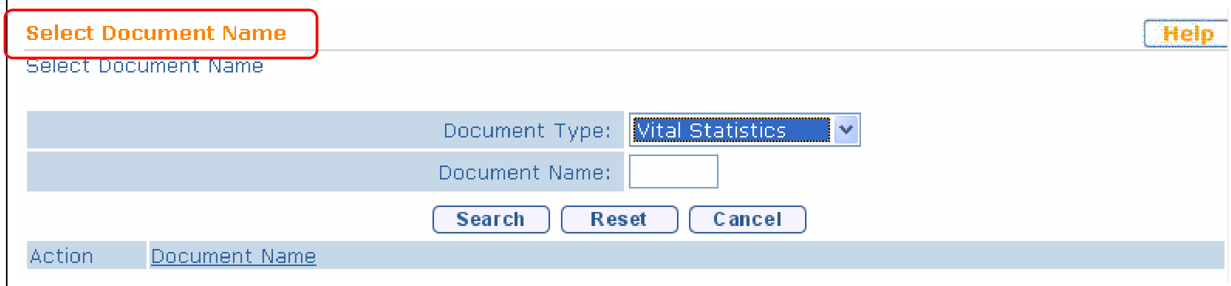


The following table includes a description of each field on the Non-Indexed Document Search page.

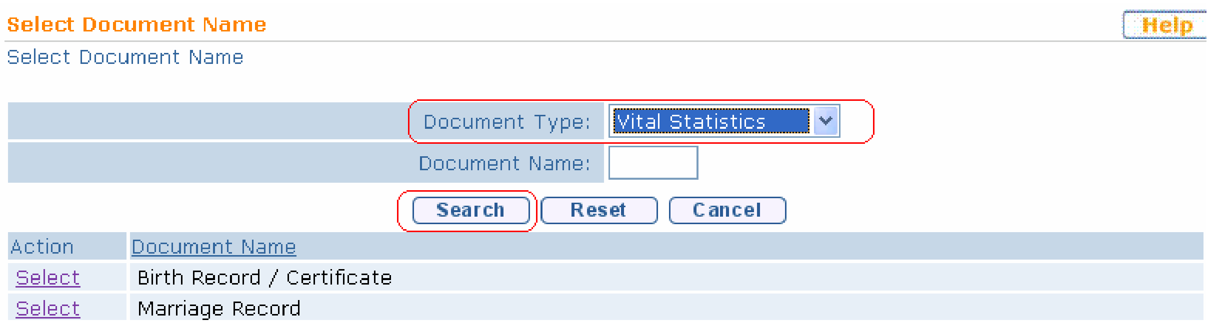
Data Element	Description
Social Security Number	xxx-yy-zzzz
Document Type	Drop down box option
Document	Search field to Select Document Name
Receipt Date From	Begin date of search period
Receipt Date Thru	End date of search period
Client First Name	
Client Last Name	
Address Line 1	Street or Rural Route Number
Address Line 2	Apartment or Lot number
City	
State	Drop down box with state options
Zip code	

Steps	Searching for a Non-Indexed Document
4.	Conduct a non-indexed document search using one or more of the following in the order of preference listed: • Social Security Number • Name (additional household members or other individuals names may need to be used to locate some documents) • Receipt date from (entering a beginning date but not end date results in providing all of the most current documents) • Address • Document type • Document name ✓ If no document type or document name is listed in the initial search, all documents matching the Client's search criteria are displayed. Using the document type or name narrows the search and may prevent other necessary documents from being identified and reviewed for possible indexing to a case. ✓ To search for a specific non-indexed document through the Document link, click the Search link. 

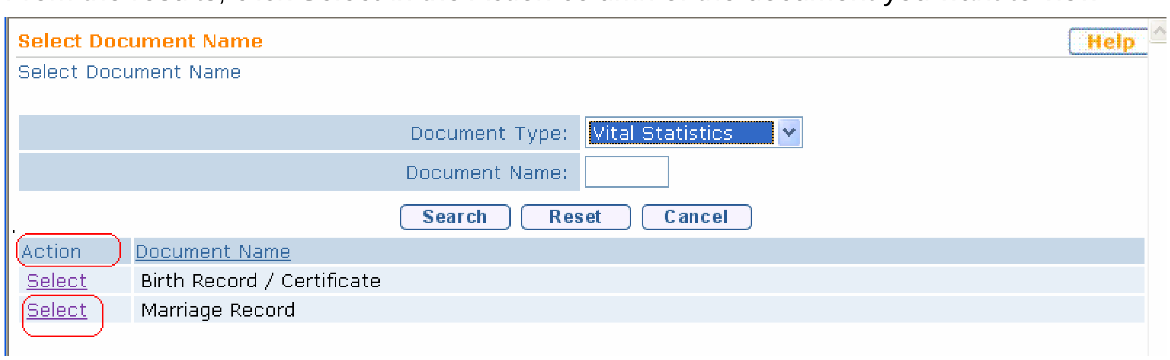
<table>
<tr><th>Steps</th><th>Searching for a Non-Indexed Document</th></tr>
<tr><td>5.</td><td>
The Search link displays the Select Document Name page.



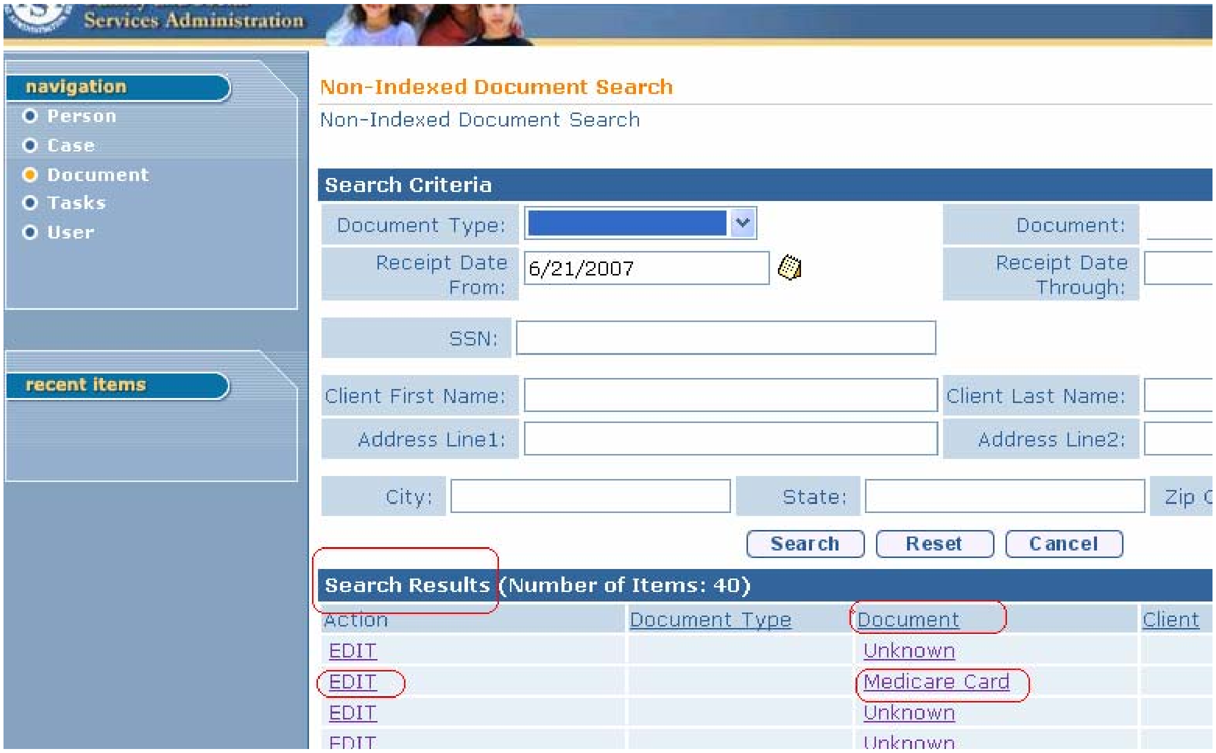
Select the Document Type from the drop down option box and click the *Search* button.



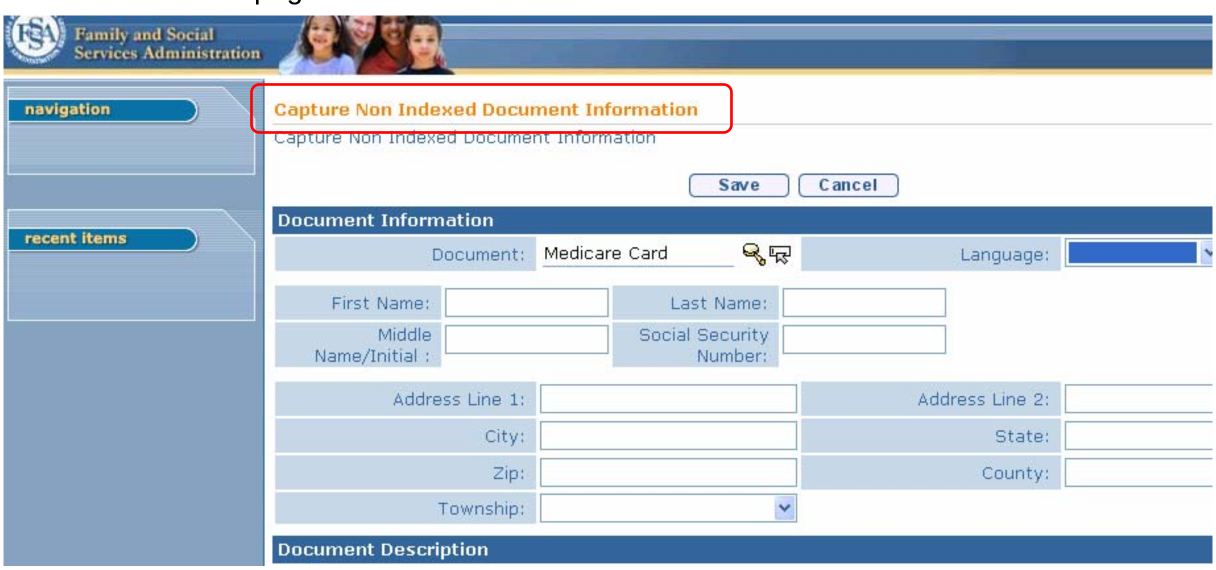
From the results, click *Select* in the Action column of the document you want to view.



Refer to Section 3.11.2, Document Management WI<insert hyperlink> to link a document to a case after reviewing it and determining it should be linked to a specific case.
</td></tr>
</table>

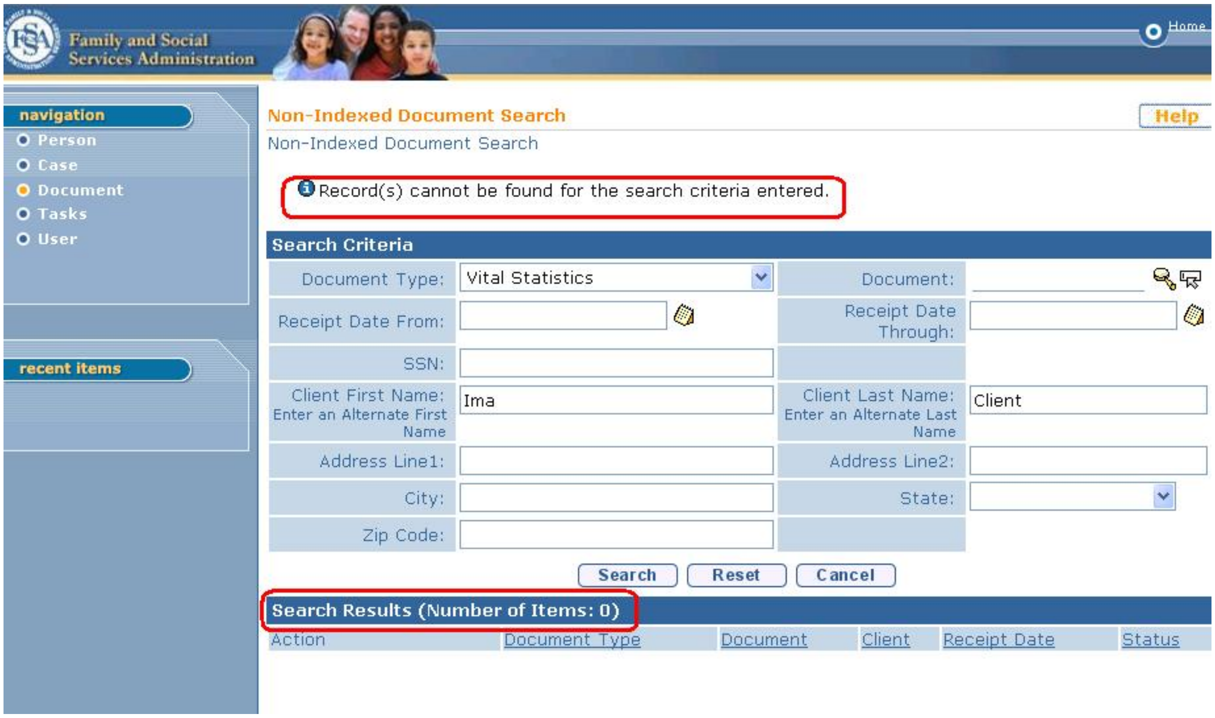
<table>
<tr><th>Steps</th><th>Searching for a Non-Indexed Document</th></tr>
<tr><td>6.</td><td>When a search is completed, a list of documents displays on the Non-Indexed Document Search page.


Clicking the Document under the Document link displays the document.
Clicking the Edit link under Action displays the Capture Non-Indexed Document Information page to link the document to the case.

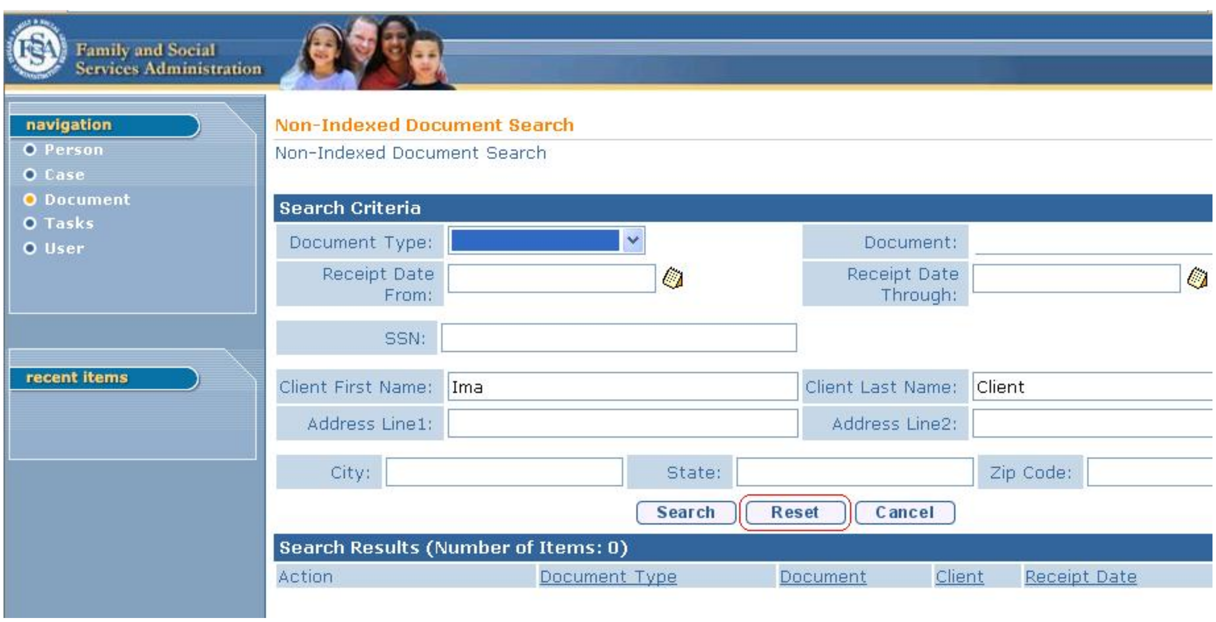


Refer to Section 3.11.2, Document Management WI<insert hyperlink> and Section 3.11.5, Processing Solicited Documents WI<insert hyperlink> to link a document to a case.</td></tr>
</table>

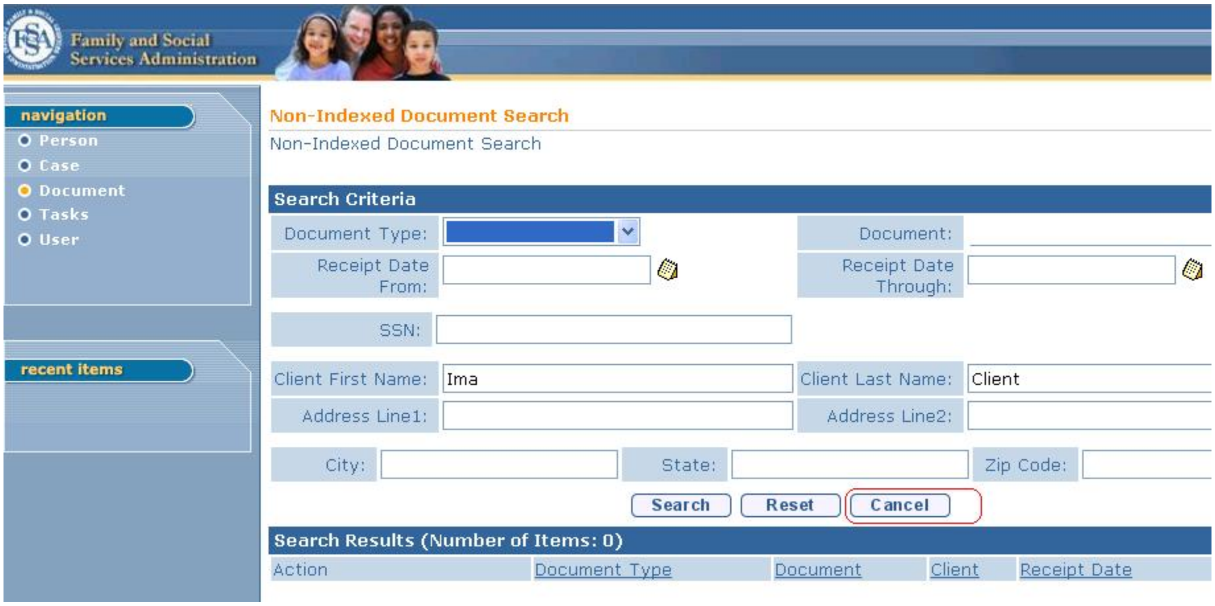
<table>
<tr><th>Steps</th><th>Searching for a Non-Indexed Document</th></tr>
<tr><td>7.</td><td>If no match is found, search results displays “Search Results (Number of Items:0)” and Information displays “Record(s) cannot be found for the search criteria entered.”



</td></tr>
<tr><td>8.</td><td>If a match is not found or to do another search for Non-Indexed Documents, click the Reset button and the search criteria resets the Non-Indexed Document Search to blank fields.



</td></tr>
</table>

Steps	Searching for a Non-Indexed Document
9.	Clicking the *Cancel* button ends the search and displays the User Home page. 

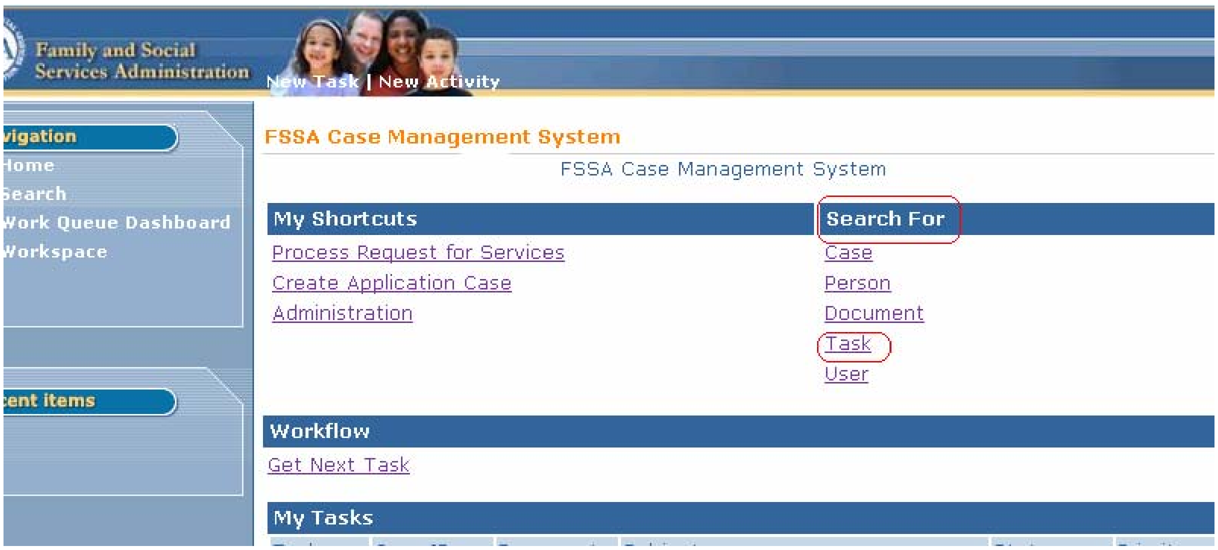
3.11.3.8 Task Search Work Instructions

The purpose of this search is to locate a task or tasks associated with an individual or case. This search may also occur if a listing of a specific task type is needed for multiple cases or individuals.

A task search should be completed when processing any workflow task to see if there are any other related tasks that can be processed at the same time. Since ICES Alerts will be Tasks, a Task Search should be conducted before case processing is completed.

<table>
<tr><th>Steps</th><th>Searching for a Task</th></tr>
<tr><td>1.</td><td>

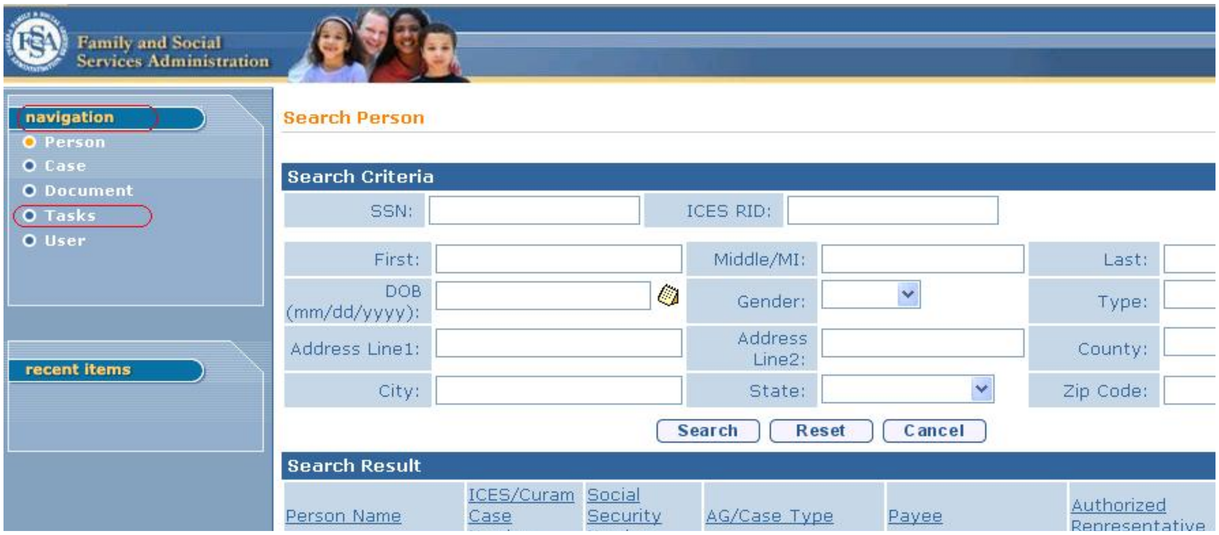
Access the Search For option on the Home page in the FSSA Case Management System. Click the *Task* link.



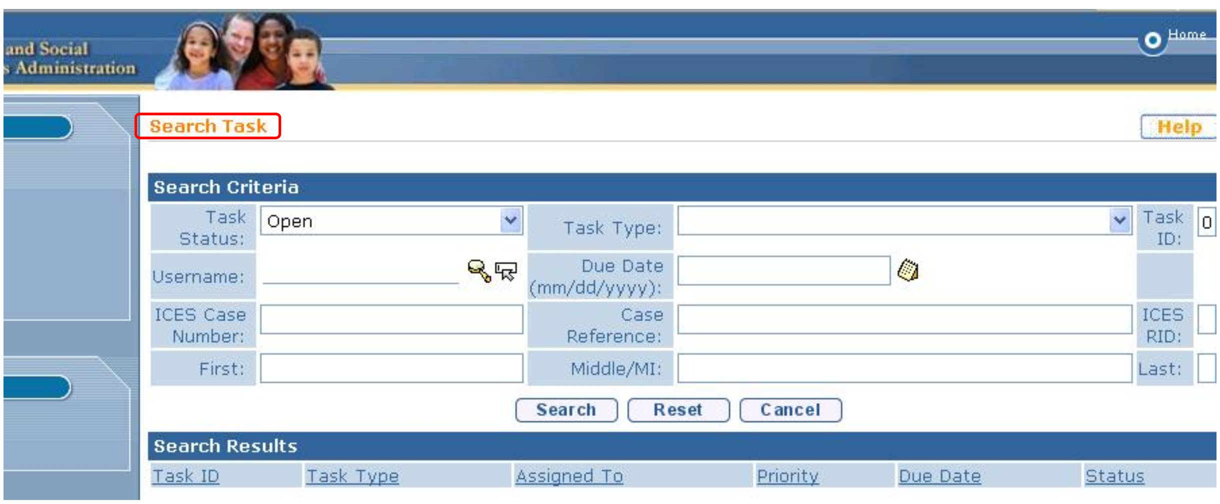
Or, you may search for a task by clicking the *Search* option in the left Navigation bar.

</td></tr>
</table>

<table>
<tr><th>Steps</th><th>Searching for a Task</th></tr>
<tr><td></td><td>Then click the *Task* option.

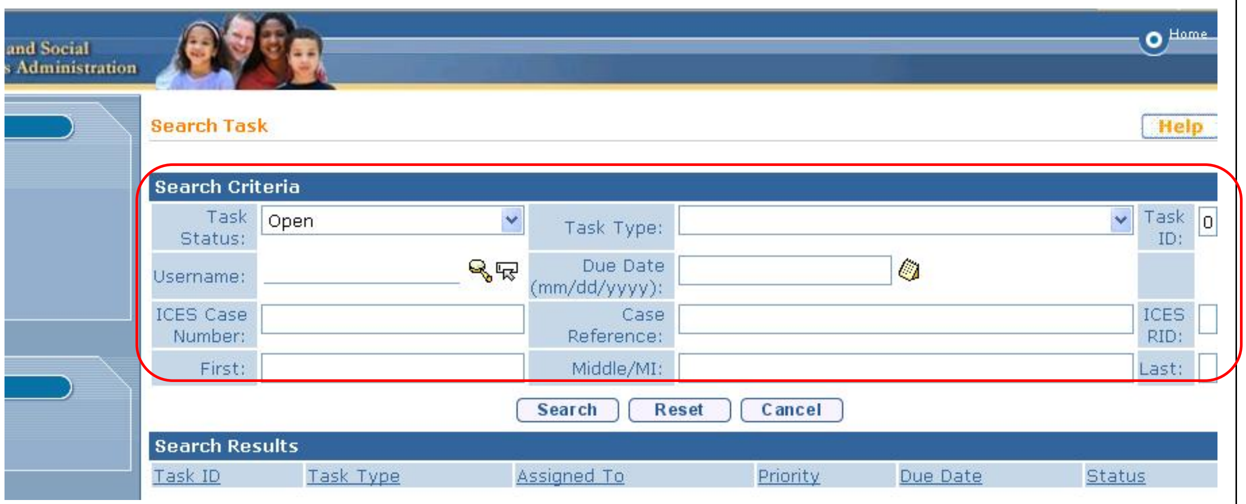


</td></tr>
<tr><td>2.</td><td>Clicking either the Search For option and the Task link or the Search option on the left Navigation bar and the Task option display the Search Task page.



</td></tr>
</table>

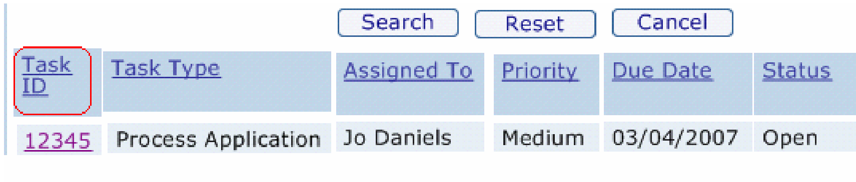
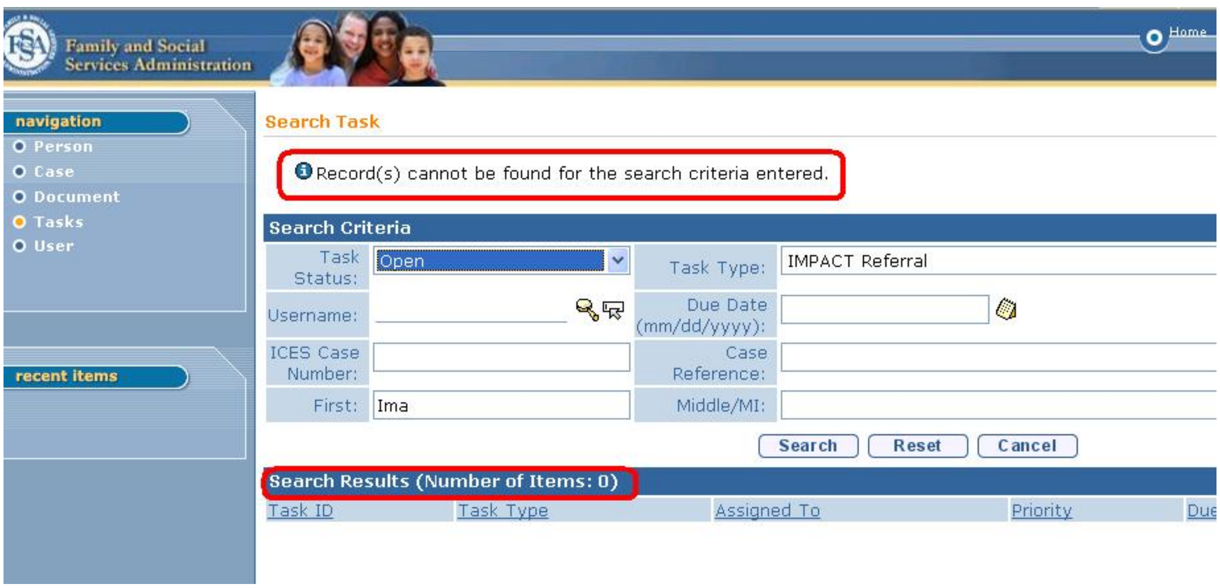
Steps	Searching for a Task
3.	Enter identifying information available regarding an individual or case that is potentially associated with the task in question in the Search Criteria fields.



The following table contains a description of each field on the Search Task page.

Data Element	Description
Task Status	Drop-down option box Requires either the first and last name of the Client or the ICES Case Number or Case Reference Number
Task Type	Drop-down option box Requires either the first and last name of the Client or the ICES Case Number or Case Reference Number
Task ID	
Username	
Due Date	
ICES Case Number	10 digits
Curam Case Reference Number	
ICES RID Number	12 digits
First Name	Up to ______ characters
Middle Initial	1 character
Last Name	Up to ______ characters

Steps	Searching for a Task
4.	Conduct a task search using one or more of the following in the order of preference listed: ✓ WFMS Case Number ✓ ICES Case Number ✓ ICES RID number ✓ Task Type ✓ Task Status ✓ Last Name ✓ First Name ✓ WFMS Task ID Click the *Search* button. 

Steps	Searching for a Task
5.	A successful Task Search displays the Task ID, Task Type, Assigned To, Priority, Due Date and Status of the Task you are searching for.  • Clicking the Task ID navigates the user to view the task. • If no match is found, Search Results displays “Search Results (number of Items: 0)” and Information displays “Record(s) cannot be found for the search criteria entered.” 
6.	To start another Task Search, click the *Reset* button, and the search criteria resets to blank options. 

Steps	Searching for a Task
7.	To end or cancel a Task Search, click the *Cancel* button and the User Home page displays. 

3.11.3.9 Searching for an Internal User Work Instructions

The Internal User search may be used to locate contact information for a system user who has completed tasks on a specific case (WFMS or ICES).

<table>
<tr><th>Steps</th><th>Searching for an Internal User</th></tr>
<tr><td>1.</td><td>
Access the Search For option on the FSSA Case Management System Home page.

OR, you may search for a User by clicking the *Search* option on the left Navigation bar.

</td></tr>
</table>

<table>
<tr><th>Steps</th><th>Searching for an Internal User</th></tr>
<tr><td>2.</td><td>Clicking either the Search For option and the User link, or the Search option on the left Navigation bar displays the Search User page.


</td></tr>
<tr><td>3.</td><td>Enter available identifying information regarding the Internal User in the search fields.


The following table includes a description of each field on the User Search page.
<table>
<tr><th>Data Element</th><th>Description</th></tr>
<tr><td>First Name</td><td>User's First Name</td></tr>
<tr><td>Last Name</td><td>User's Last Name</td></tr>
<tr><td>User Name</td><td>Internal User</td></tr>
<tr><td>ICES User Number</td><td>Internal User's ICES User ID</td></tr>
<tr><td>Job</td><td>Position title of Internal User</td></tr>
<tr><td>Organization Unit</td><td>Unit assignment of Internal User</td></tr>
<tr><td>Location</td><td>Office assignment of Internal User</td></tr>
<tr><td>Include Active Users</td><td>Current system status of Internal User</td></tr>
</table>
</td></tr>
</table>

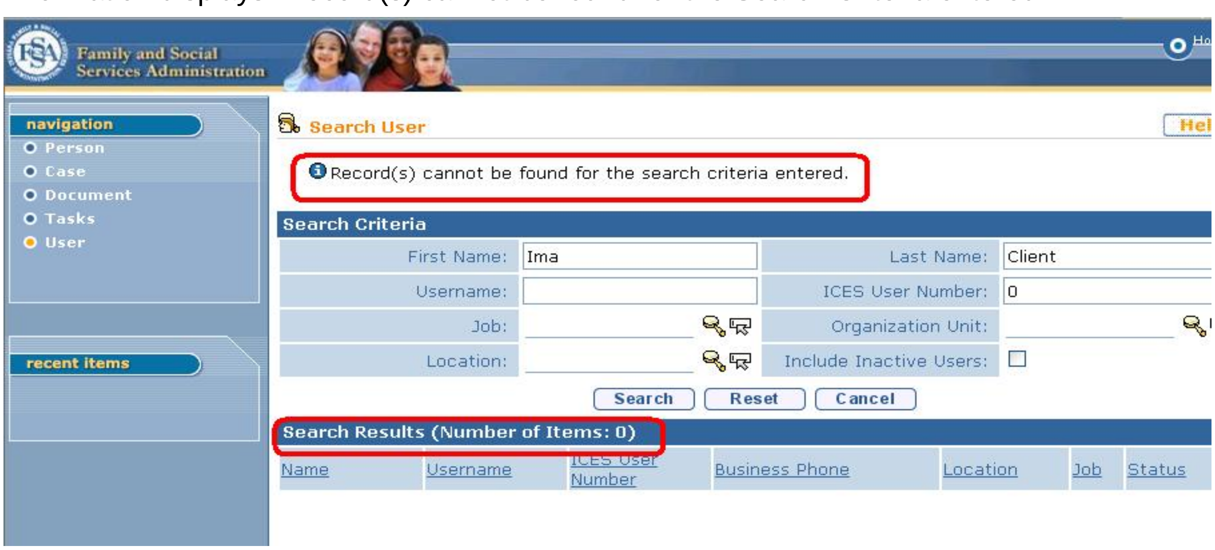
<table>
<tr><th>Steps</th><th>Searching for an Internal User</th></tr>
<tr><td>4.</td><td>Conduct an internal user search using one or more of the following in the order of preference listed:
✓ Last name of User
✓ First name of User
✓ Name of user
✓ ICES user ID
✓ Office location of user
✓ Organizational Unit the user is a member of
✓ User’s job/position title
✓ Current status of the user

Click the Search button.
</td></tr>
</table>

Steps	Searching for an Internal User
5.	A successful User Search displays the Name, Username, ICES User Number, Business Phone, Location, Job, and Status.

- Users do not have the ability to go to the User home page from the Results list.
- Users can only see a listing of users for the entered search criteria.

If no match is found, Search Results displays “Search Results: (Number of Items:0)” and Information displays “Record(s) cannot be found for the Search Criteria entered.”



Steps	Searching for an Internal User
6.	To start another User Search, click the *Reset* button and the search criteria resets the User Search to blank fields. 
7.	To end or cancel a User Search, click the *Cancel* button and the User Home page displays. 

3.11.4 Sending Notices

3.11.4.1 Overview

The Send Notice work instructions describe how Coalition and State employees in a Service Center or Help Center create and manage outbound correspondence. The Workflow Management System (WFMS) adds capabilities for automating correspondence not currently available in ICES, so outbound correspondence is generated from both the WFMS and ICES.

Notices automatically generated through actions taken in ICES continue in the modernized solution; WFMS does not duplicate such notices. Rather, the WFMS augments the notice module in ICES and allows the system or the user to automate correspondence that would otherwise be done on a manual (hard copy) form or notice.

After outbound correspondence has been created in the WFMS, the system records any due date(s) associated with the notice, generates the documents and bar-coded cover sheet in the recipient's preferred language, and then sends a request to the Outbound Mail Service Provider for mailing. All correspondence is mailed by default unless the correspondence is manually marked as "Printed." The WFMS creates a pending response task to track correspondence that requires a response. Images of all outbound correspondence are stored in the WFMS correspondence history for the associated recipient case record and are accessible for reference if the Client calls with questions or requests a copy be mailed again.

3.11.4.2 Correspondence Status in the WFMS

The WFMS maintains four statuses for correspondence. A correspondence status of "Scheduled" indicates the correspondence has been created and is scheduled for mailing. A correspondence status of "Mailed" indicates the correspondence has already been mailed to the designated addressee. A correspondence status of "Printed" indicates the correspondence has been printed locally at a Help Center and therefore not mailed to the designated addressee. A correspondence status of "Re-mailed" indicates a copy of previously mailed correspondence has been re-mailed to the designated addressee.

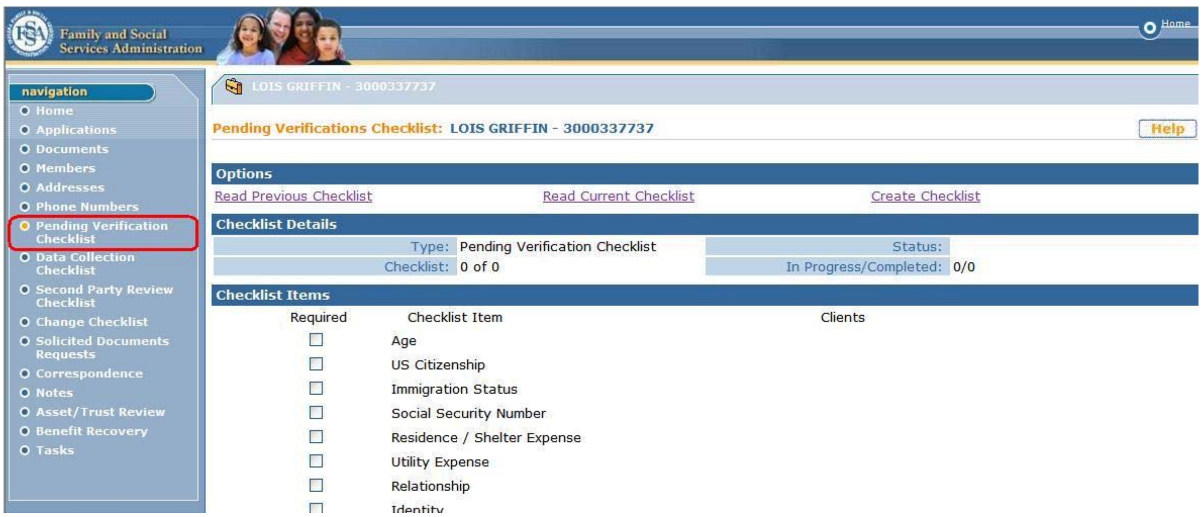
3.11.4.3 Create Correspondence in the WFMS

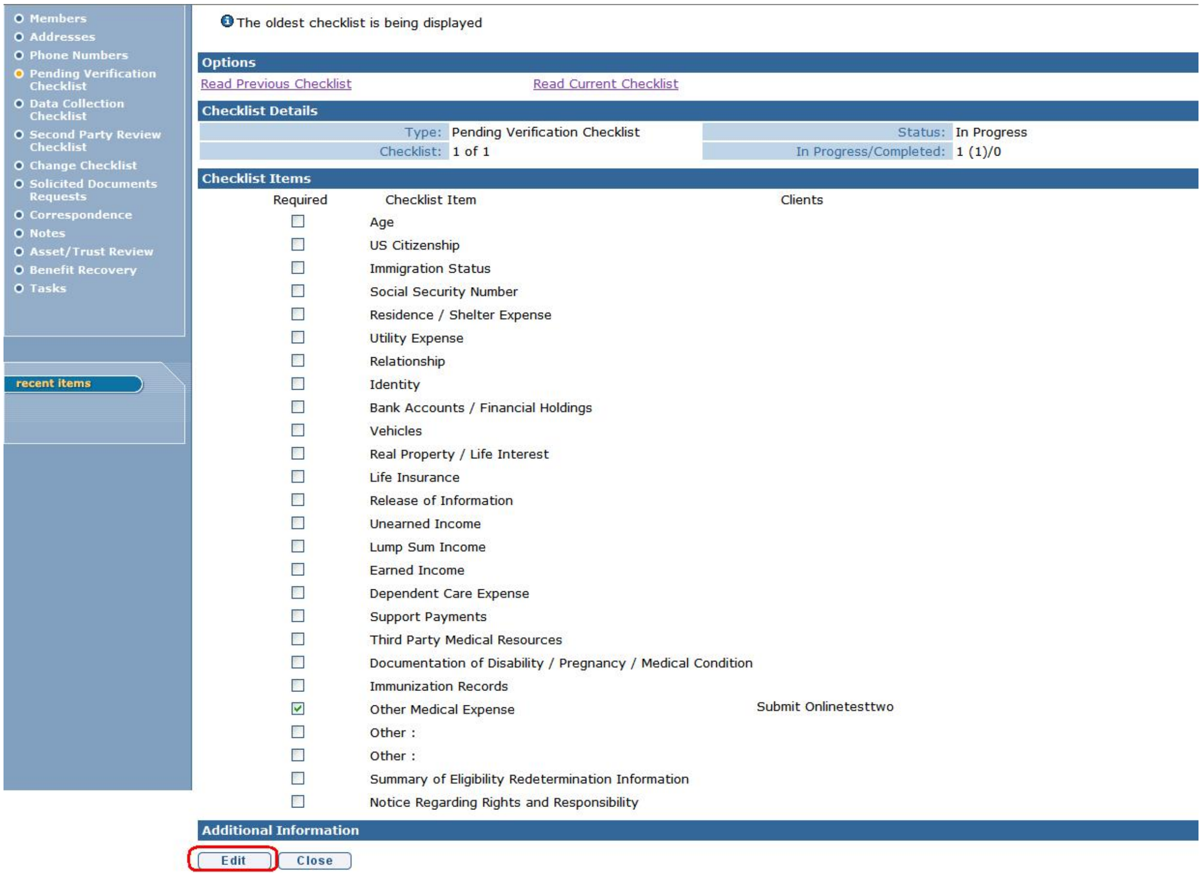
If more than one form/notice is included in the outbound correspondence, only the first form/notice selected is listed on the Correspondence page. Therefore, it is best practice to select the most relevant form/notice first. For example, if there is a need to create a FI 2032 Pending Verifications for Applicants-Recipients and include additional forms/notices, select the FI 2032 Pending Verifications for Applicants-Recipients first so the Correspondence page lists this as the detail line item.

Note: It is a standard practice for all Coalition staff to attempt collateral contacts when available and allowed by policy in an effort to avoid pending for the information.

Updating information during the Create Correspondence process in the WFMS does not update the case information in either the WFMS or ICES. Any information modified during the Create Correspondence process is only applied to the specific outbound correspondence. Therefore, correct the information either in ICES or the WFMS. All information should be updated in ICES if a case exists; if no ICES case exists, update the information in the WFMS.

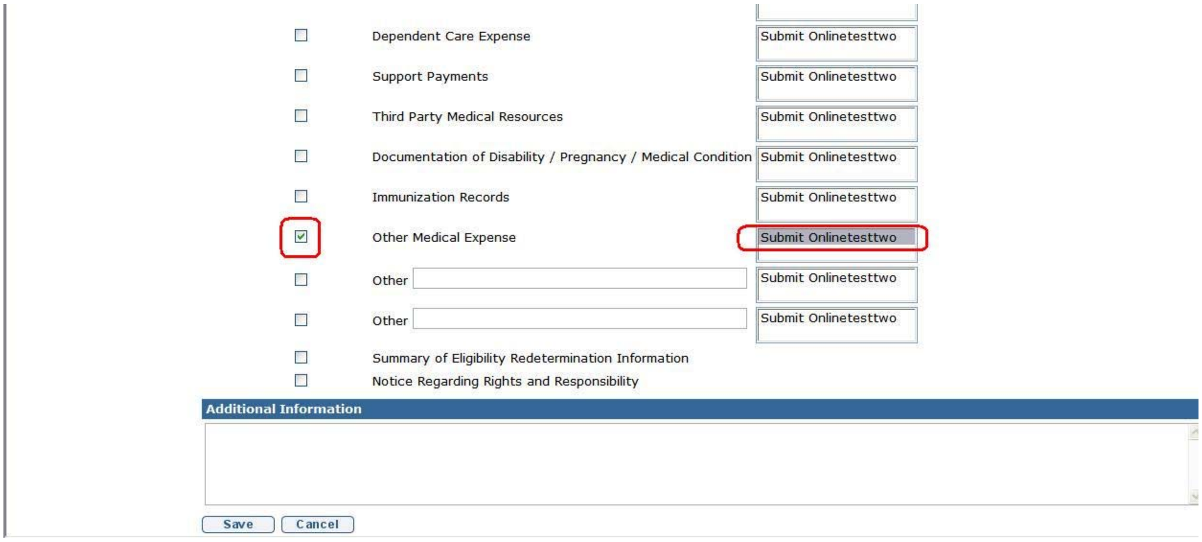
Note: The FI 2032 Pending Verifications for Applicants-Recipients is pre-populated with information requested on the Pending Verification Checklist. Therefore, it is necessary to complete the Pending Verification Checklist in the WFMS before creating correspondence. The FI 2032A Pending Verifications for Applicants-Recipients for Application Case is NOT pre-populated with information requested on the Pending Verification Checklist. The FI 2032A Pending Verifications for Applicants-Recipients for Application Case should be used when only an application case exists.

Step	Create Correspondence in the WFMS
1.	If the form to be sent is a FI 2032 Pending Verifications for Applicants-Recipients, follow Steps 2-6. If the form is not a 2032, go to Step 8.
2.	From the Case Home page, select *Pending Verification Checklist* from the left Navigation bar.  The WFMS displays the Pending Verification Checklist page.

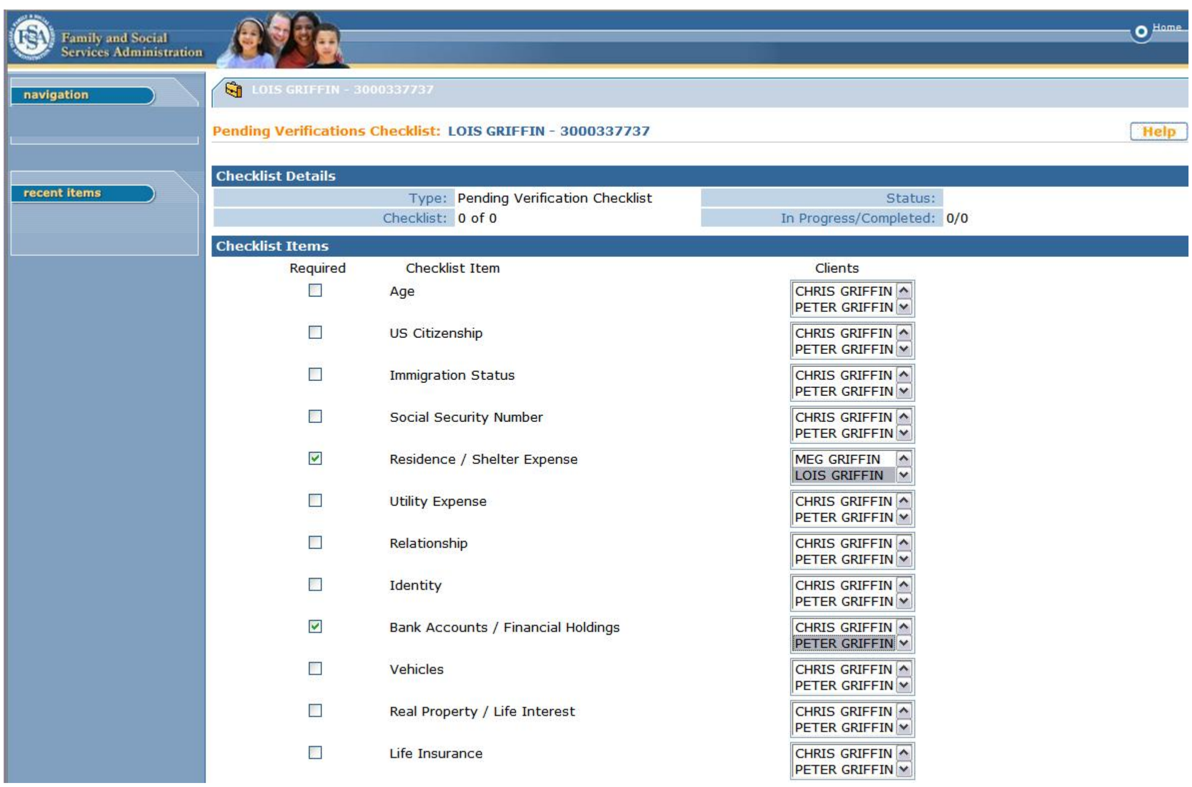
<table>
<tr><th>Step</th><th>Create Correspondence in the WFMS</th></tr>
<tr><td>3.</td><td>If the Pending Verification Checklist already contains marked boxes, it is necessary to remove any previously entered information. To remove the information, scroll to the bottom and click Edit.


The WFMS refreshes the Pending Verification Checklist page with the household members under the Clients column.</td></tr>
</table>

<table>
<tr><th>Step</th><th>Create Correspondence in the WFMS</th></tr>
<tr><td>4.</td><td>To uncheck a box, click on the checkmark. To remove the Client selection, hold down the Ctrl button and click the name to “un-select.” Repeat until all previously entered information has been “un-selected.”

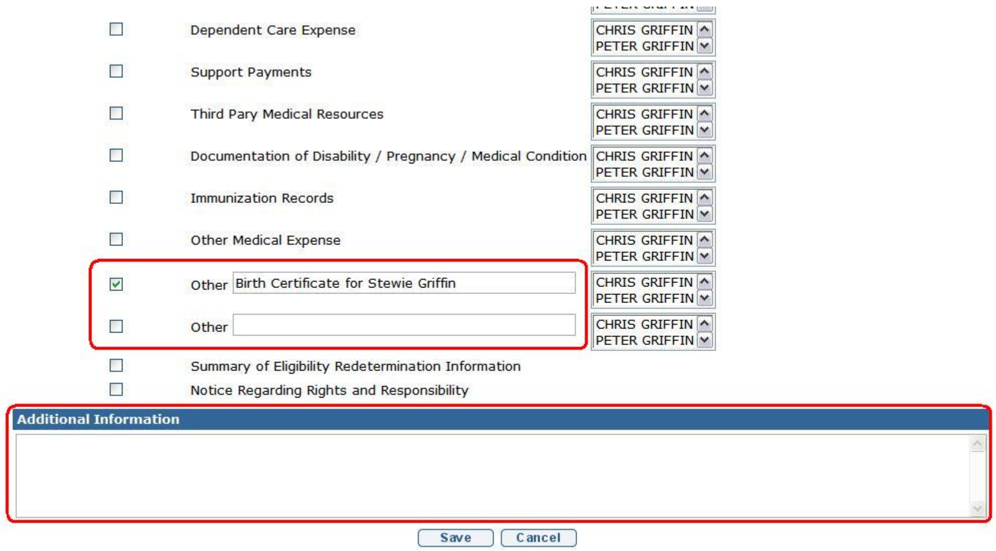


</td></tr>
<tr><td>5.</td><td>Check the box next to each checklist item for which verification is required. Click the client/applicant name for which verification of an item is required. If more than one applicant/client needs to be selected, hold down the Ctrl button as you select each person. If a name was selected in error and needs to be removed, hold down the Ctrl button and click the name to “un-select.”



</td></tr>
</table>

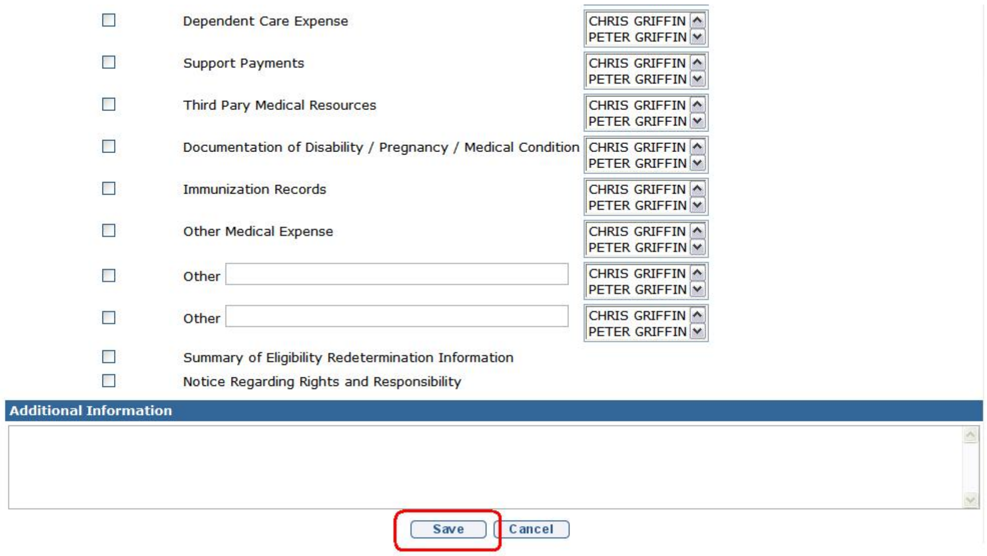
<table>
<tr><th>Step</th><th>Create Correspondence in the WFMS</th></tr>
<tr><td>6.</td><td>Enter any additional information in the Other box(es) or Additional Information box if necessary. If a household member has been added to the ICES case, but has not yet been updated in the WFMS case, use the Other box(es) to request verification for this individual.



Note: since applicants for Medicaid may be eligible to receive benefits three months prior to the month of application if they meet eligibility requirements, be sure to request specific information needed for this time period. For example, when income is requested for the retroactive month to determine eligibility, specify exactly what is needed on the 2032, not a general statement to “return income.” All income and resources available to applicants must be verified for each month and entered on appropriate ICES screens when received. If the 2032 includes only a general request, this information will have to be requested again when the next user tries to complete the tasks when the client sends in something, but not what was specifically needed.

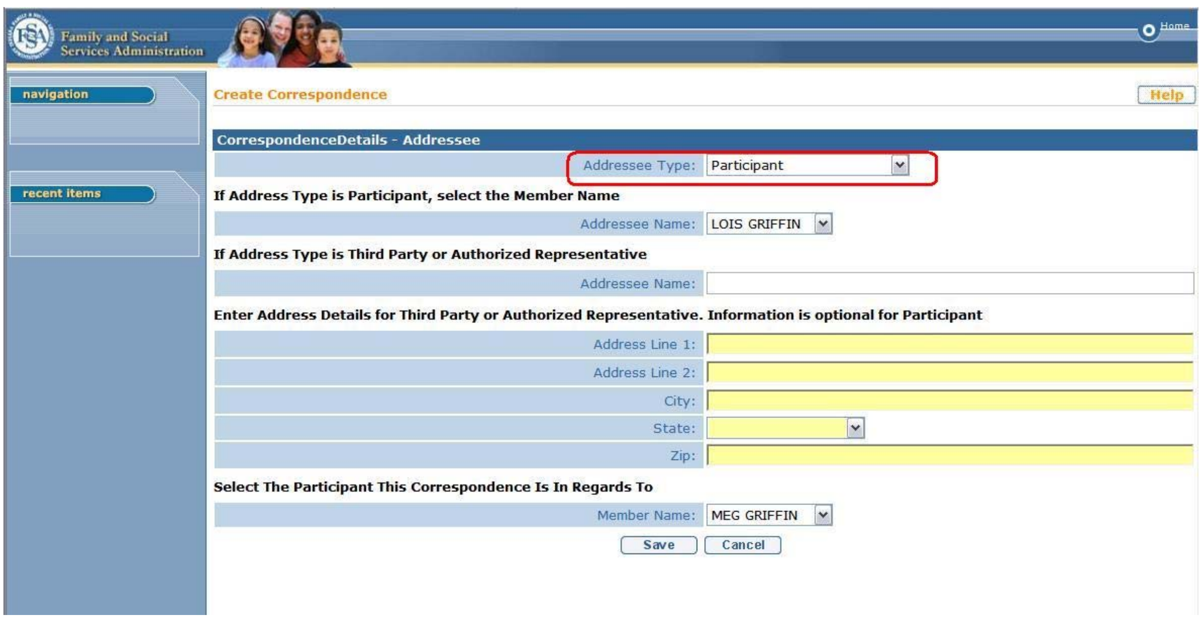
For Hoosier Healthwise cases, simplified verifications are used in determining eligibility for retroactive Medicaid coverage. If the applicant/recipient states that current income is a reflection of income in the past three months, no further verification is needed.</td></tr>
</table>

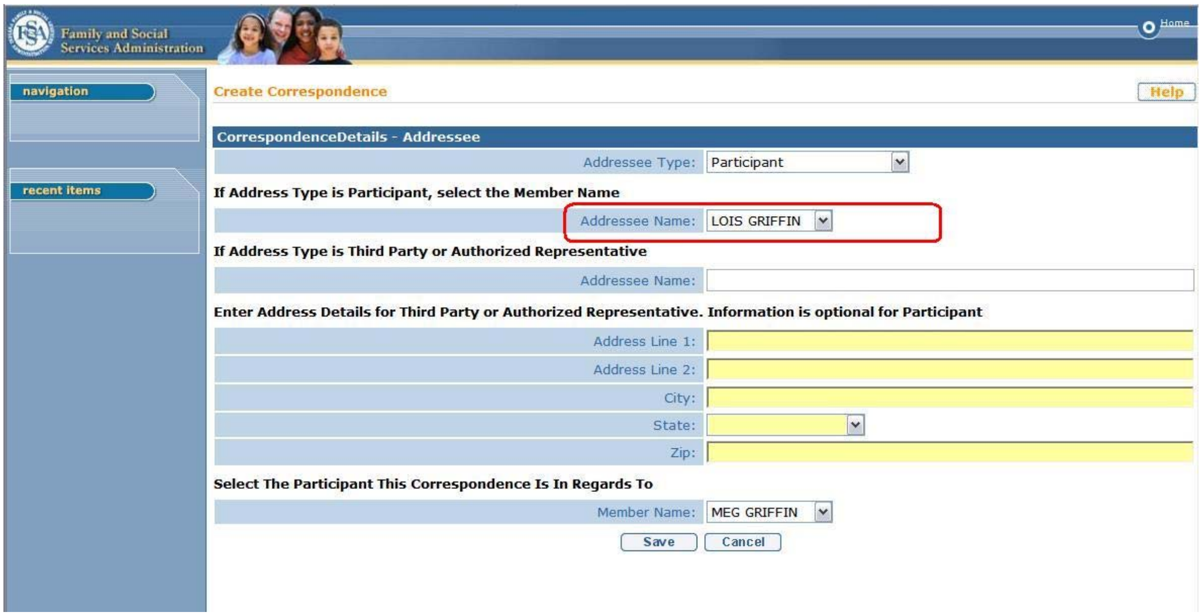
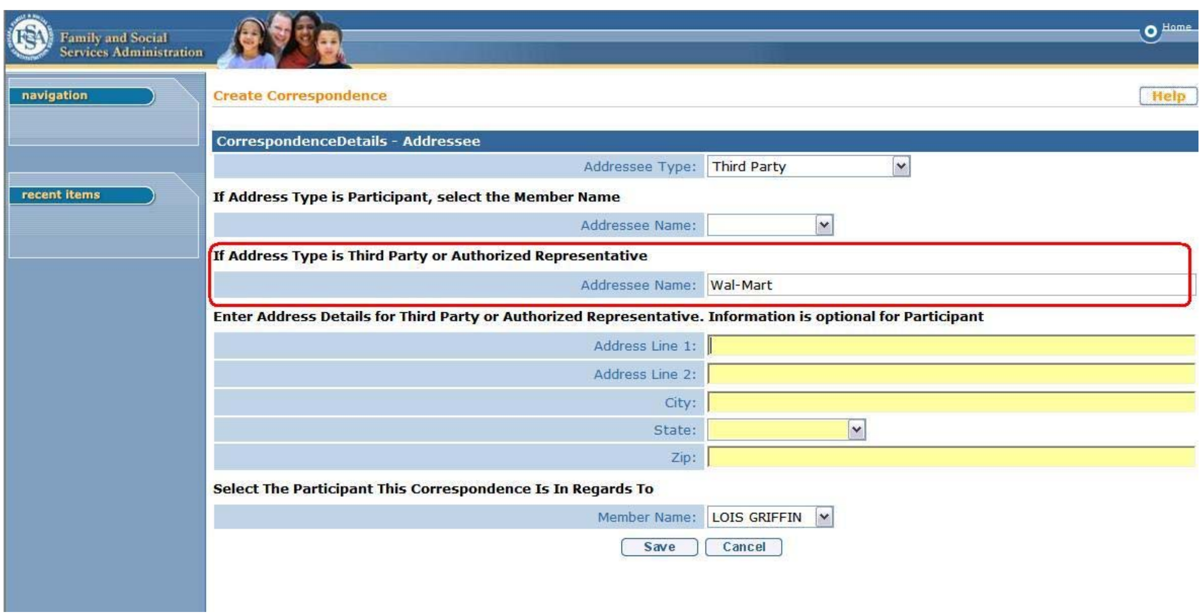
<table>
<tr><th>Step</th><th>Create Correspondence in the WFMS</th></tr>
<tr><td>7.</td><td>When the selection of verifications and names is complete, click Save.

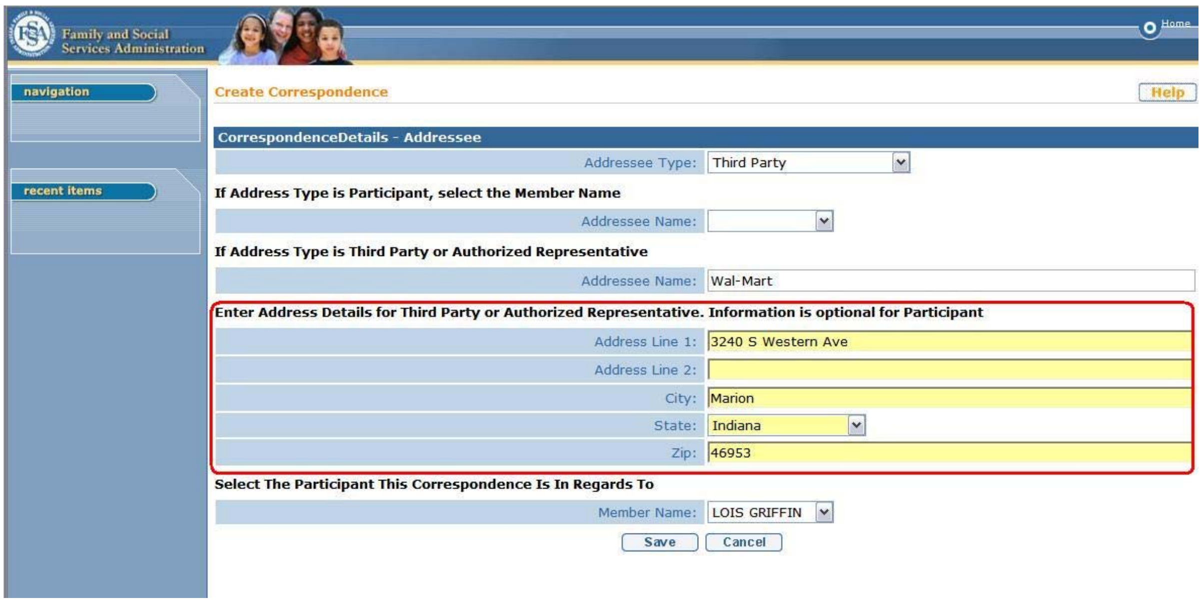
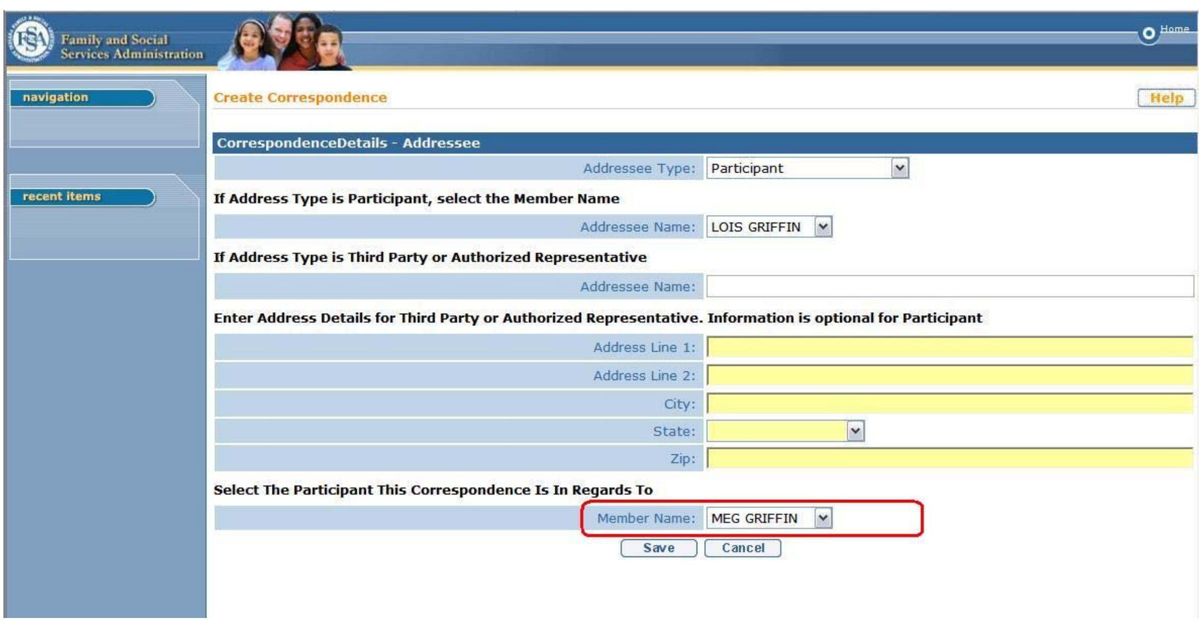


The WFMS refreshes the Pending Verification Checklist page with the requested information.</td></tr>
<tr><td>8.</td><td>From the Application or Case Home page, click Correspondence from the left Navigation bar.

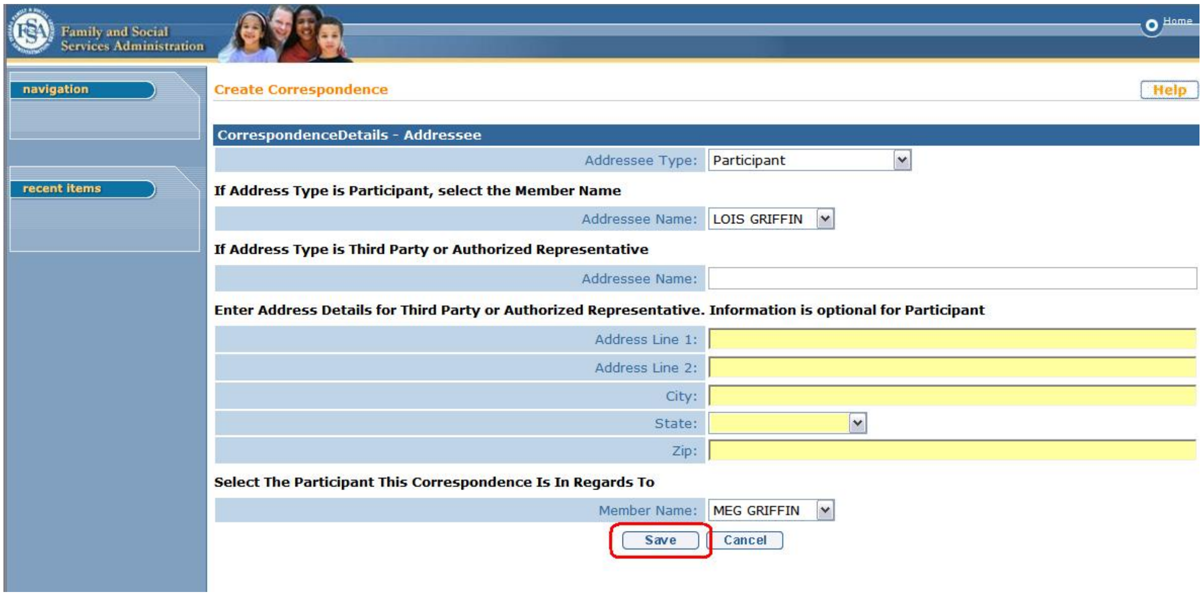
The WFMS displays the Correspondence page.</td></tr>
</table>

Step	Create Correspondence in the WFMS
9.	Click *Create*.  The WFMS displays the Create Correspondence page.
10.	Using the drop down box, select the Addressee Type (Participant, Authorized Representative, or Third Party). 

Step	Create Correspondence in the WFMS
11.	Using the drop down box, select the Addressee Name. Since the address in WFMS is a physical address, review ICES to determine if a current mailing address is available for use in sending correspondence. **Note:** This field is only required if Participant is selected as Addressee Type. 
12.	If Third Party or Authorized Representative is selected as the Addressee Type, enter the Addressee Name (e.g. McDonalds, Wal-Mart, Fifth Third Bank, etc). 

Step	Create Correspondence in the WFMS
13.	Enter Address Details for the Third Party or Authorized Representative. If an address has been changed in ICES but has not yet been updated in the WFMS case, enter the applicant/Client's new address here. **Note:** Updating addresses on this screen does not update the address information in the WFMS or ICES. If an ICES case exists, update the appropriate ICES screen with the correct information. If an ICES case does not yet exist, update the appropriate WFMS screen. 
14.	Using the drop down box, select the *Member Name*. 

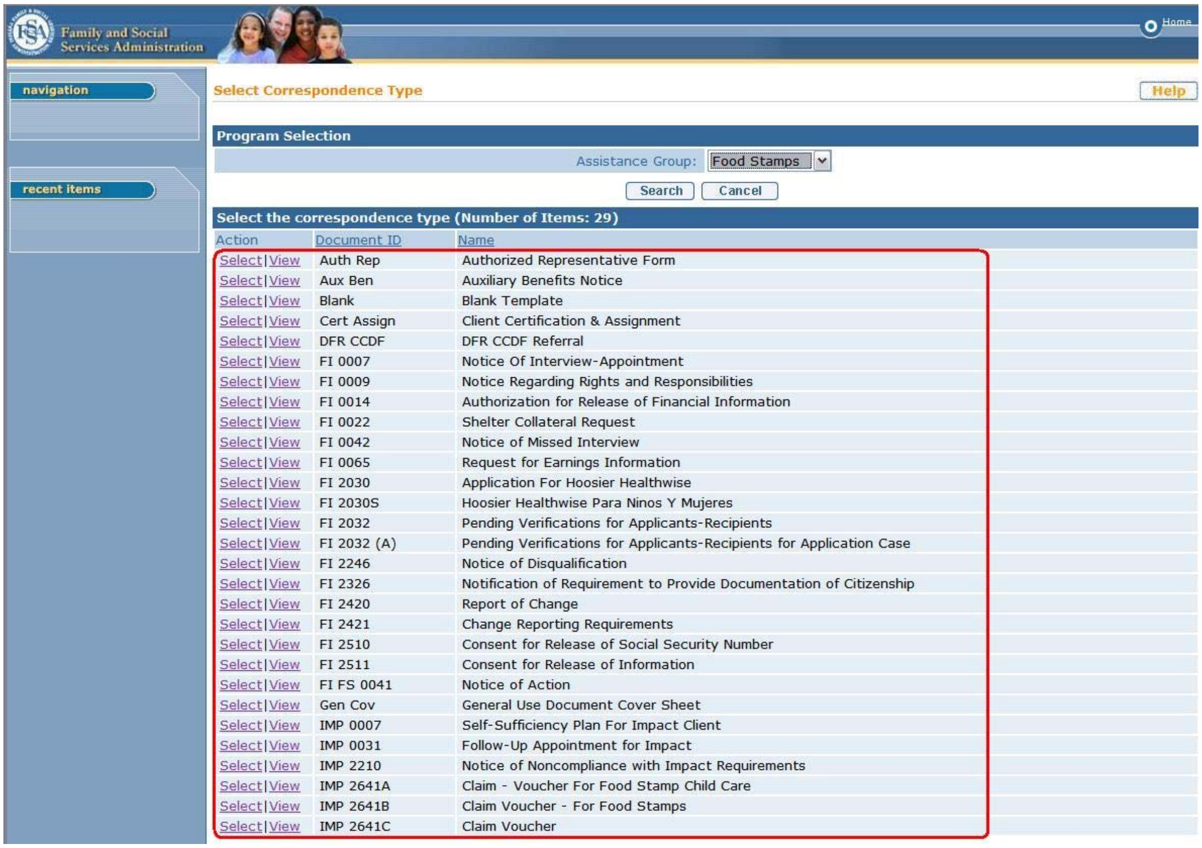
<table>
<tr><th>Step</th><th>Create Correspondence in the WFMS</th></tr>
<tr><td>15.</td><td>Once all Addressee Details have been entered, click Save.



The WFMS displays the Select Correspondence Type page.</td></tr>
<tr><td>16.</td><td>Under the Program Selection cluster, select the appropriate assistance group for which the correspondence is to be sent.


</td></tr>
</table>

Step	Create Correspondence in the WFMS
17.	Click *Search*. The forms/notices associated with the chosen assistance group populate under the Select the Correspondence Type cluster.



<table>
<tr><th>Step</th><th>Create Correspondence in the WFMS</th></tr>
<tr><td>18.</td><td>

Identify the form/notice to be sent. If necessary, click either *Document ID* or *Name* to sort the results list.

Note: To view a display only copy of the form/notice, click *View* under the Action column. A display only copy of the form/notice opens in a separate window.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Create Correspondence in the WFMS</th></tr>
<tr><td>19.</td><td>

Click *Select* to designate the form/notice to be sent.

If the form/notice to be sent is not listed, refer to Section 3.11.4.11, Create Correspondence from the File Server<insert hyperlink>.

The WFMS displays the Create Correspondence Details page.

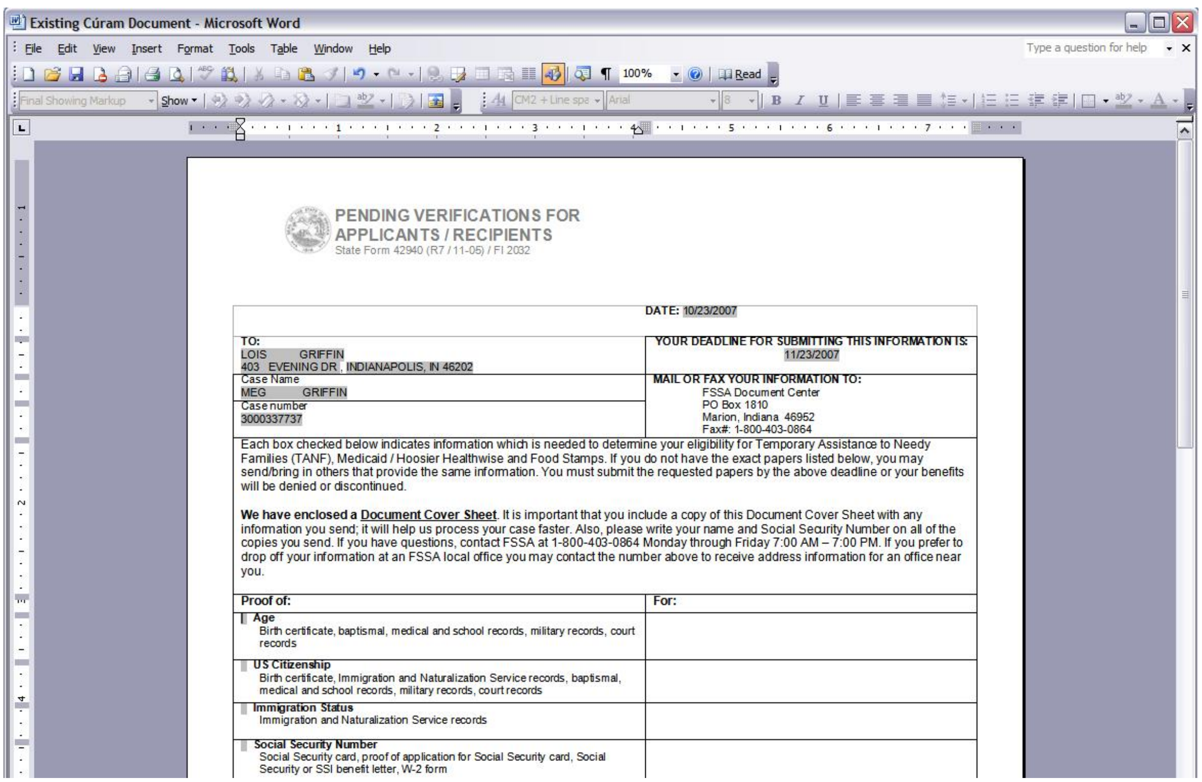
</td></tr>
<tr><td>20.</td><td>

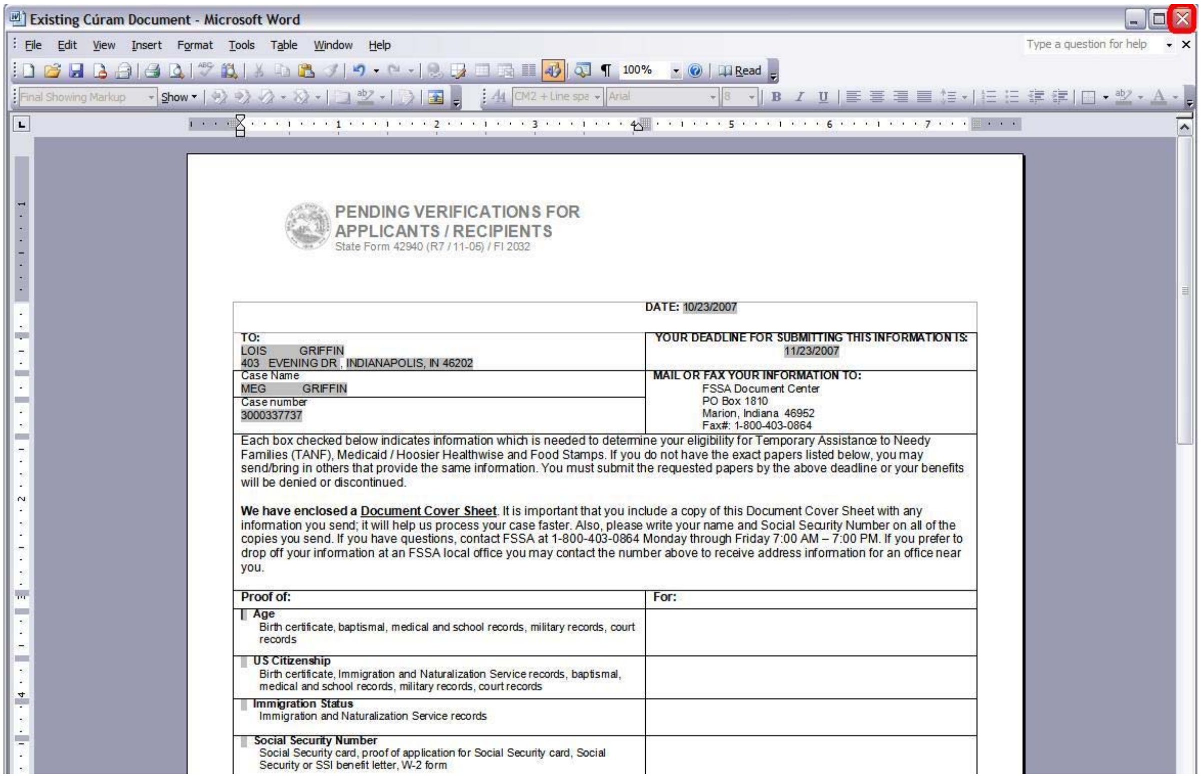
Review correspondence details for accuracy.

- Verify the Mail Date field is correctly populated. To modify the Mail Date, either enter the date (mm/dd/yyyy) or click the *Calendar icon*. Select the appropriate Mail Date. The WFMS updates the Mail Date.
- Verify the Due Date field is correctly populated. To modify the Due Date, either enter the date (mm/dd/yyyy) or click the *Calendar icon*. Select the appropriate Due Date. The WFMS updates the Due Date.

</td></tr>
</table>

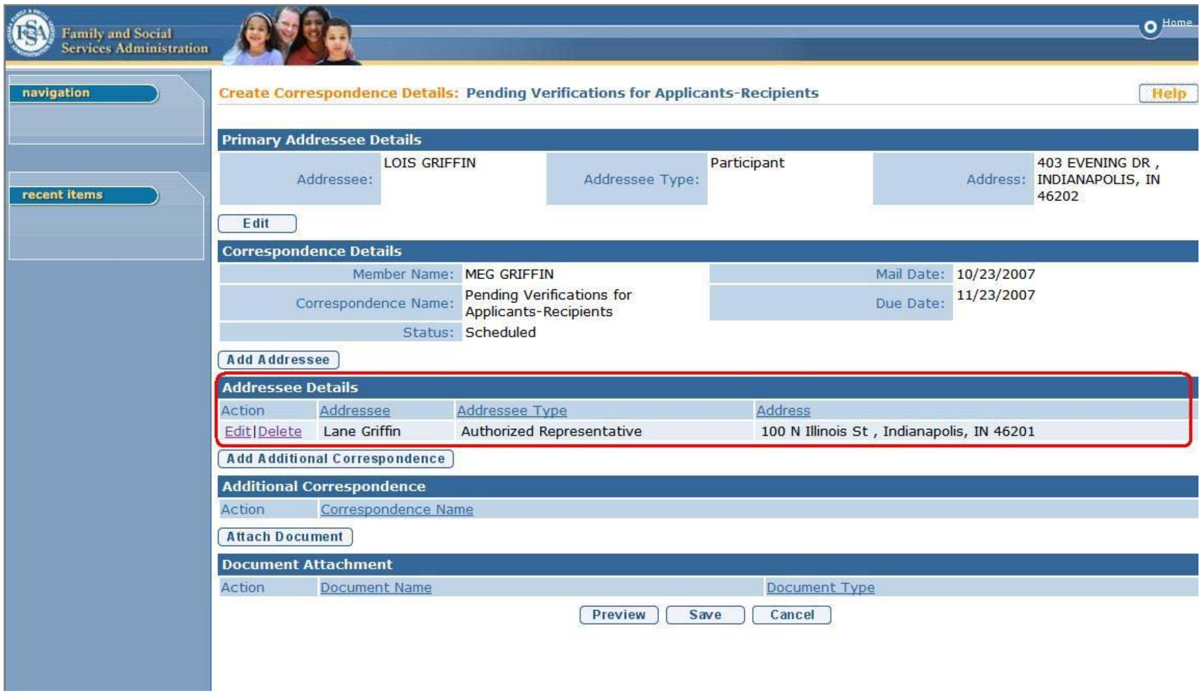
<table>
<tr><th>Step</th><th>Create Correspondence in the WFMS</th></tr>
<tr><td>21.</td><td>Once the Mail Date and/or Due Date have been modified (if applicable), click Save.


The WFMS displays the Edit Document page and opens an image of the form/notice in a separate window.</td></tr>
<tr><td>22.</td><td>Review the image of the form/notice to verify all data fields have been correctly populated.

</td></tr>
<tr><td>23.</td><td>Enter any additional comments in the appropriate fields on the form/notice.
Note: The FI 2032 Pending Verifications for Applicants-Recipients is pre-populated based on information requested on the Pending Verification Checklist. Therefore, it is necessary to first update the Pending Verification Checklist before creating a FI 2032.</td></tr>
</table>

Step	Create Correspondence in the WFMS
24.	Once all information has been reviewed and any additional comments have been entered, click the *X* in the upper right corner.  The WFMS saves the form/notice back to the server and displays the Create Correspondence Details page.

<table>
<tr><th>Step</th><th>Create Correspondence in the WFMS</th></tr>
<tr><td>25.</td><td>

Review all Addressee Details for accuracy. Verify that all Authorized Representatives designated to receive notices for applicant/Client and the chosen assistance group are listed.



- To add an addressee, refer to Section 3.11.4.4, Add Addressee<insert hyperlink>.
- To modify Addressee Details, click *Edit*. The WFMS displays the Edit Correspondence Details page. Once information has been modified, click *Save*. The WFMS displays the Create Correspondence Details page.

Note: Updating addressee details on this screen does not update the information in the WFMS or ICES. If an ICES case exists, update the appropriate ICES screen with the correct information. If an ICES case does not yet exist, update the appropriate WFMS screen.

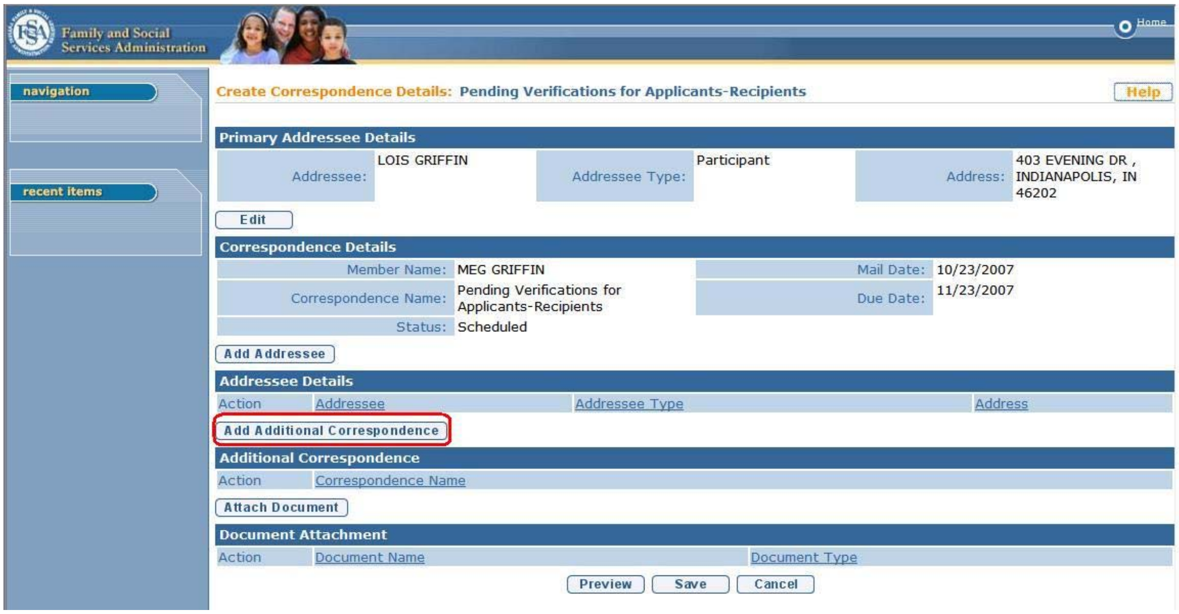
- To delete an addressee, click Delete next to the addressee to be deleted. The WFMS displays the Delete Correspondence Addressee page. Click Yes. The WFMS displays the Create Correspondence Details page.

</td></tr>
<tr><td>26.</td><td>

Determine if any additional forms/notices should be included in the correspondence packet. If no additional forms/notice should be included, skip to step 28.

Note: In order for the WFMS to create tasks for any pending response(s) based on due date(s) for Medicaid Disability notices, a separate correspondence packet must be created for the following notices:

</td></tr>
</table>

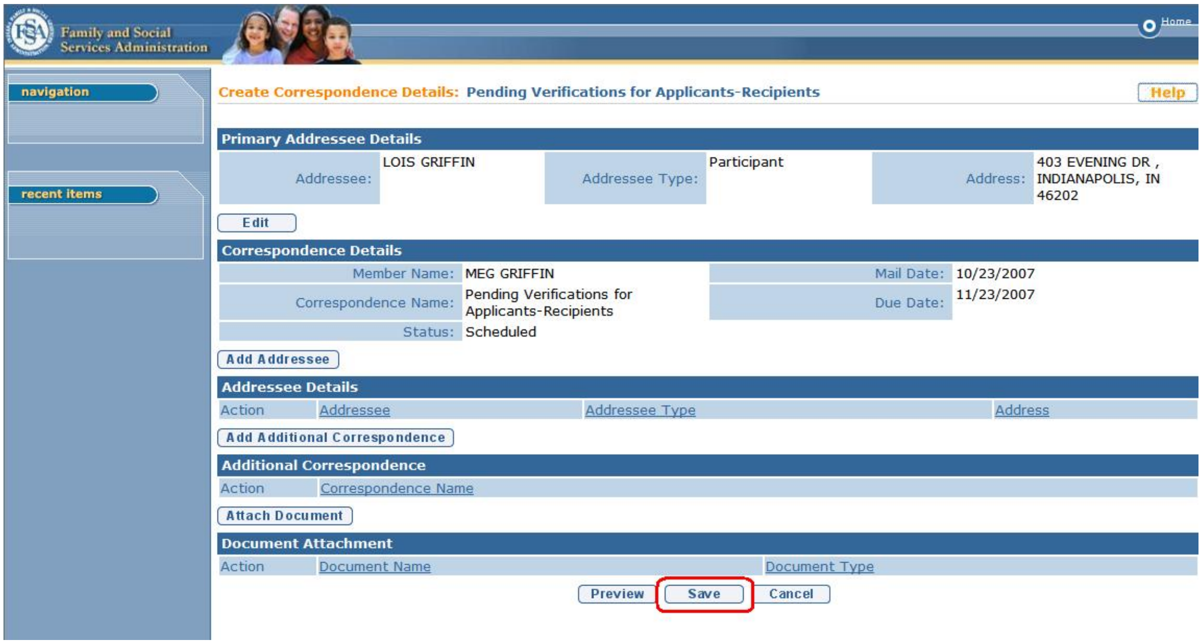
<table>
<tr><th>Step</th><th>Create Correspondence in the WFMS</th></tr>
<tr><td>27.</td><td>Click Add Additional Correspondence.


The WFMS displays the Select Correspondence Type page.</td></tr>
<tr><td>28.</td><td>Repeat steps 15-26 as necessary.</td></tr>
<tr><td>29.</td><td>Determine if any documents indexed to the application, case, or Client should be included in the correspondence packet. If any documents should be included, refer to Section 3.11.4.5, Attach Document. If no documents should be included, continue with step 29.

Note: Certain forms/notices require a release of information form to be sent in the outbound correspondence packet. Be sure to attach any necessary release of information forms in accordance with policy.</td></tr>
</table>

<table>
<tr><th>Step</th><th>Create Correspondence in the WFMS</th></tr>
<tr><td>30.</td><td>

Once all correspondence details have been entered and the entire correspondence packet has been created, click Save.



The WFMS displays the Mail Correspondence confirmation page.

</td></tr>
<tr><td>31.</td><td>

Click *Yes*.

- ✓ The WFMS mails the outbound correspondence packet, creates tasks for any pending response(s) based on due date(s) and displays the Correspondence page with the newly created correspondence packet listed under the Mailing Correspondence List cluster.
- ✓ To print the correspondence packet locally, refer to Section 3.11.4.6, Print Correspondence <insert hyperlink>.

</td></tr>
<tr><td>32.</td><td>

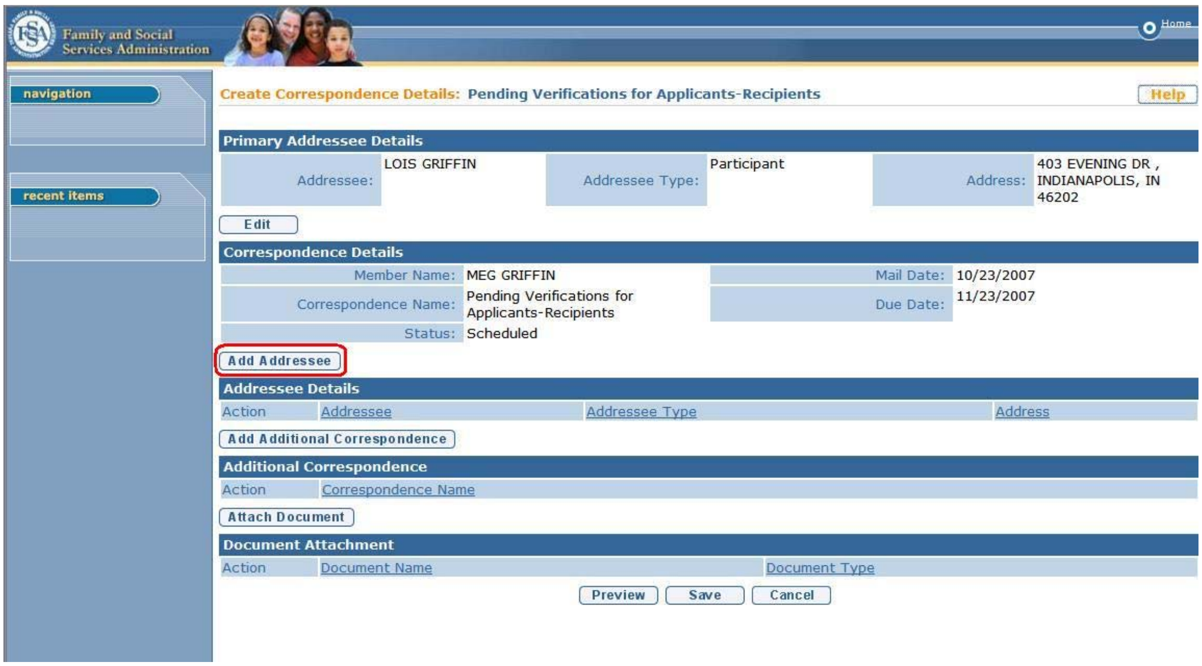
Update case notes in ICES regarding the correspondence.

Note: If an ICES case is not yet created, case notes should be entered in the WFMS.

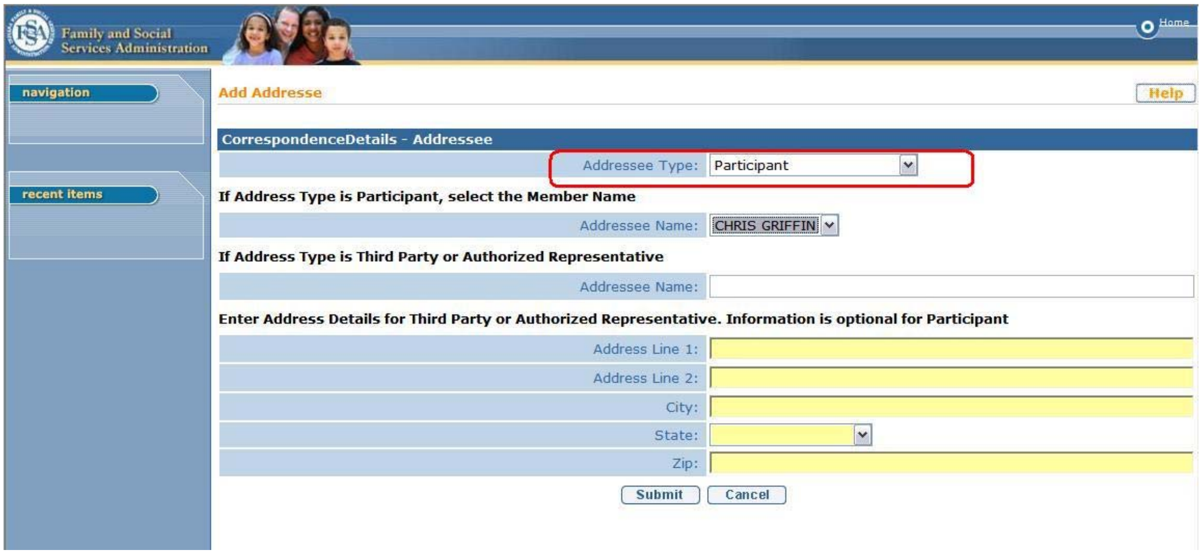
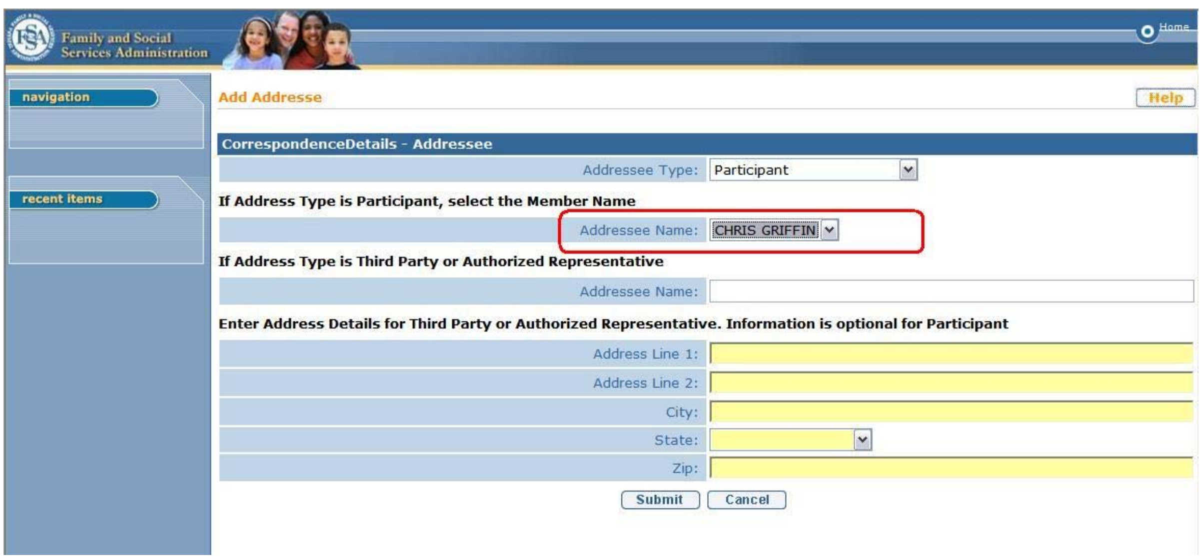
</td></tr>
</table>

3.11.4.4 Add Addressee

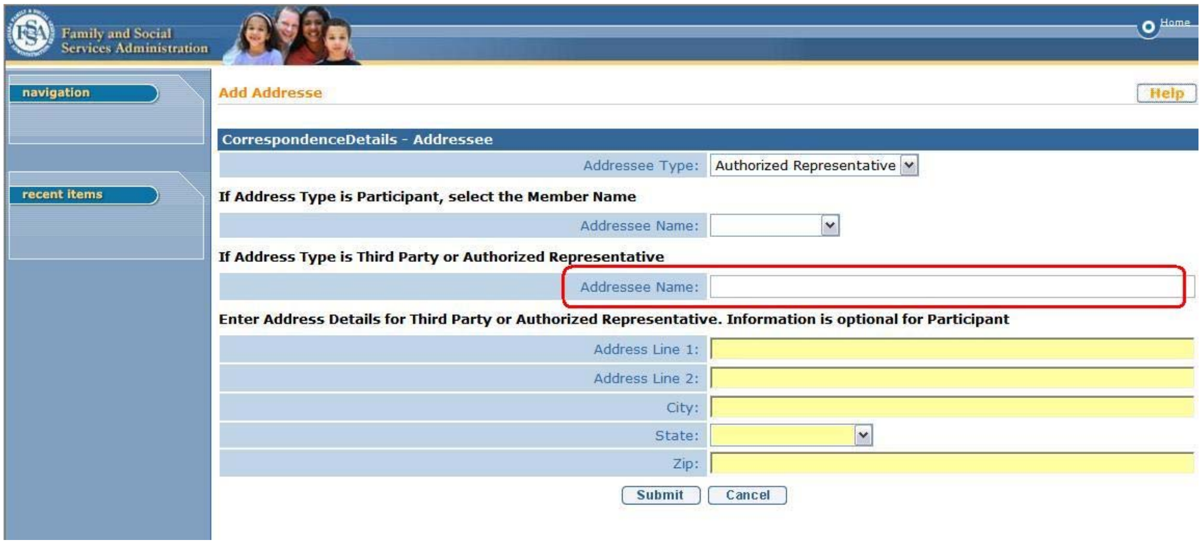
The Add Addressee function should be used when sending an exact duplicate of the entire correspondence packet to an Authorized Representative or to a third party. If an ICES case exists, Authorized Representatives are updated in the WFMS based on information contained in the ICES case. If an ICES case is not yet created, the Authorized Representatives are determined based on information contained in the WFMS case.

<table>
<tr><th>Step</th><th>Add Addressee</th></tr>
<tr><td>1.</td><td>From the Create Correspondence Details page, click Add Addressee.


The WFMS displays the Add Addressee page.</td></tr>
</table>

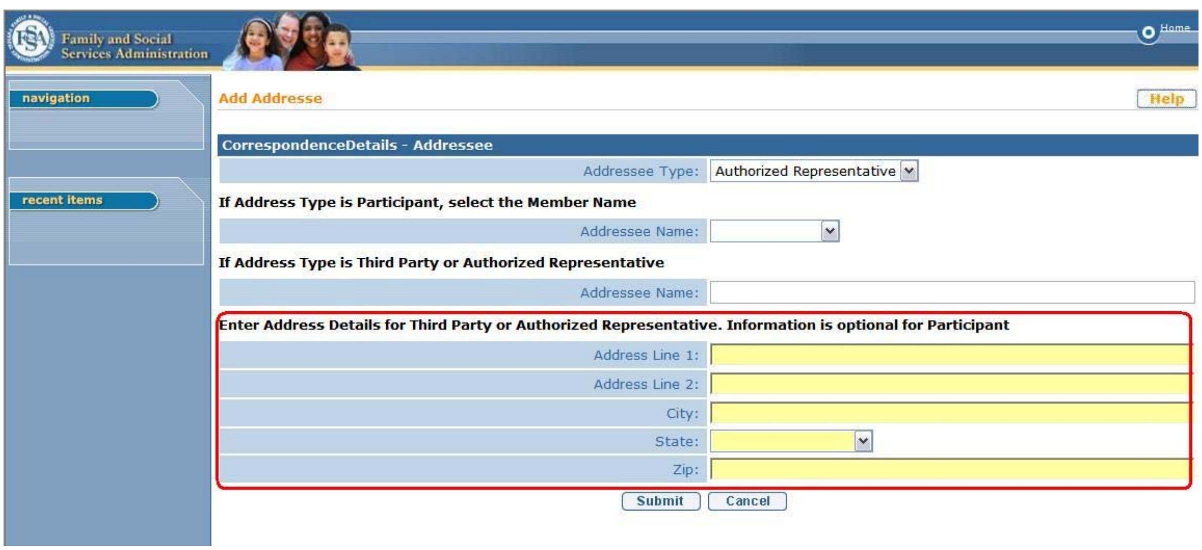
<table>
<tr><th>Step</th><th>Add Addressee</th></tr>
<tr><td>2.</td><td>Using the drop down box, select the Addressee Type (Participant, Authorized Representative, or Third Party).

</td></tr>
<tr><td>3.</td><td>Using the drop down box, select the Addressee Name.
Note: This field is only required if Participant is selected as Addressee Type.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Add Addressee</th></tr>
<tr><td>4.</td><td>
If Third Party or Authorized Representative is selected as the Addressee Type, enter the Addressee Name (e.g. McDonalds, Wal-Mart, Fifth Third Bank, etc).

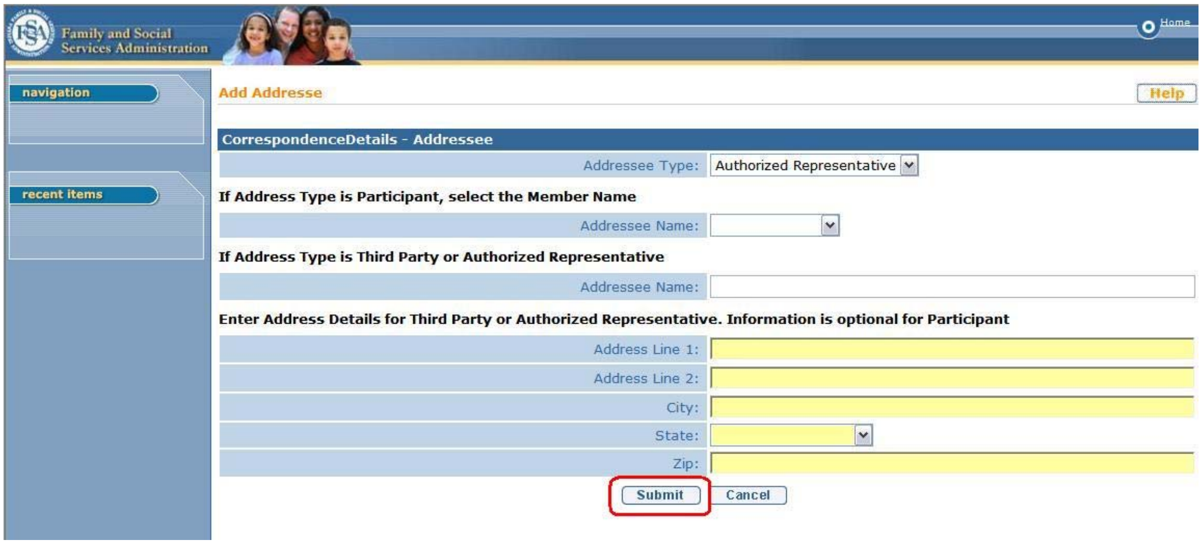


</td></tr>
<tr><td>5.</td><td>
Enter Address Details for the Third Party or Authorized Representative. If an address has been changed in ICES but has not yet been updated in the WFMS case, enter the applicant/Client’s new address here.

Note: Updating addresses on this screen does not update the address information in the WFMS or ICES. If an ICES case exists, update the appropriate ICES screen with the correct information. If an ICES case does not yet exist, update the appropriate WFMS screen.



</td></tr>
</table>

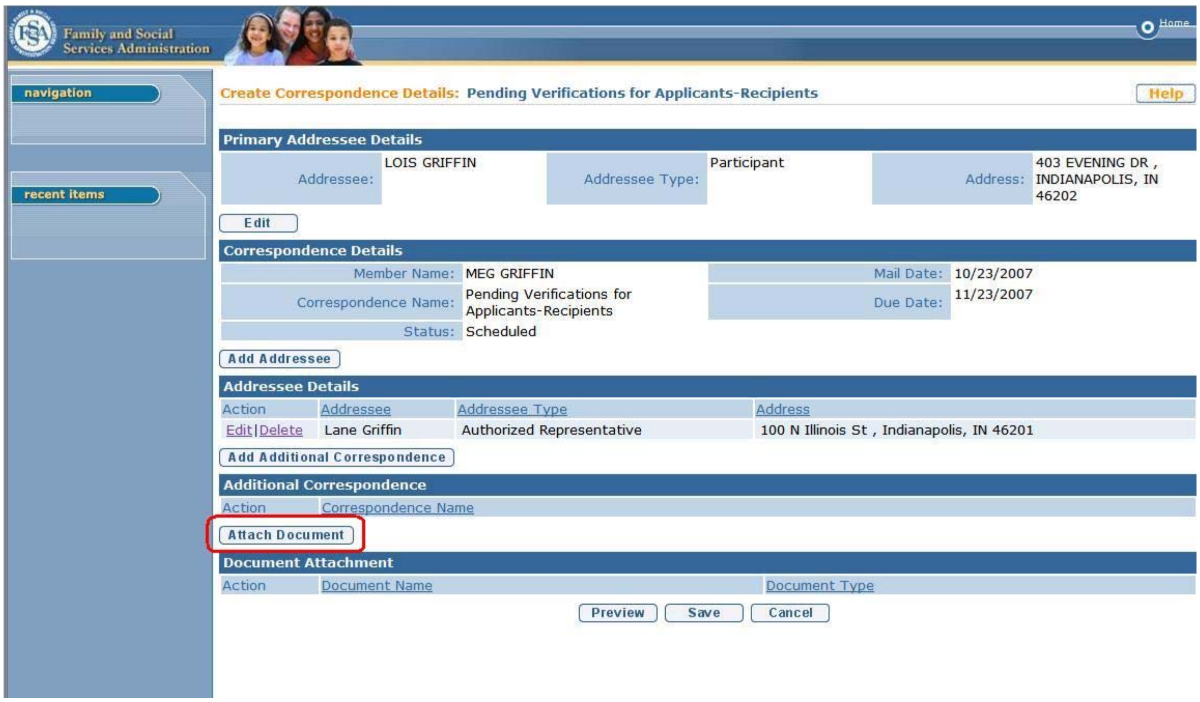
Step	Add Addressee
6.	Once all addressee details have been entered, click *Submit*.  The WFMS displays the Create Correspondence Details page with the newly added addressee listed under the Addressee Details cluster. Repeat Steps 1-6 as necessary to add additional addressees.
7.	Continue creating the correspondence at Step 24 of Section 3.11.4.3, Create Correspondence in the WFMS.

3.11.4.5 Attach Document

The Attach Document function should be used when a document indexed to an application, case or Client is to be included in the outbound correspondence. Certain forms/notices require a release of information form to be included in the outbound correspondence packet. Be sure to attach any necessary release of information forms in accordance with policy.

<table>
<tr><th>Step</th><th>Attach Document</th></tr>
<tr><td>1.</td><td>

From the Create Correspondence Details page, click *Attach Document*.

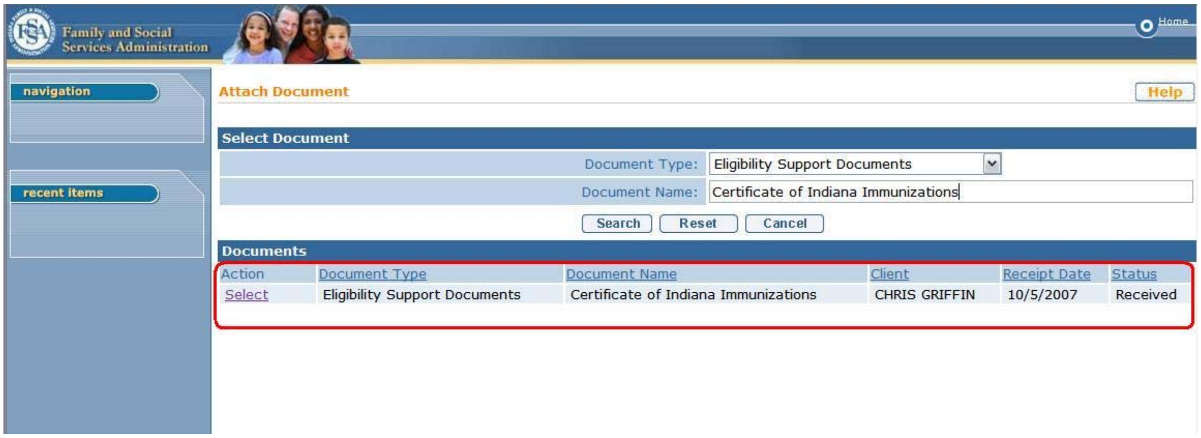


The WFMS displays the Attach Document page.

</td></tr>
<tr><td>2.</td><td>

Identify the document to be included in the outbound correspondence packet by using the drop down box. Select the Document Type. Enter the Document Name.

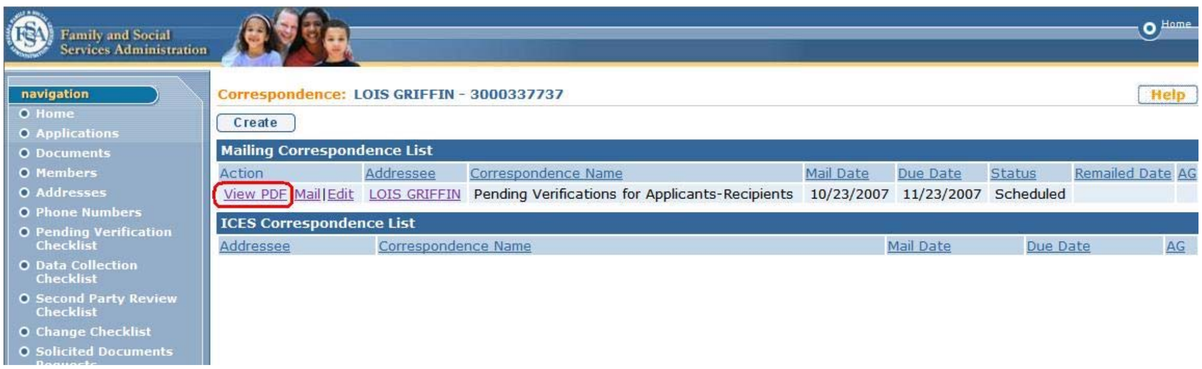
</td></tr>
</table>

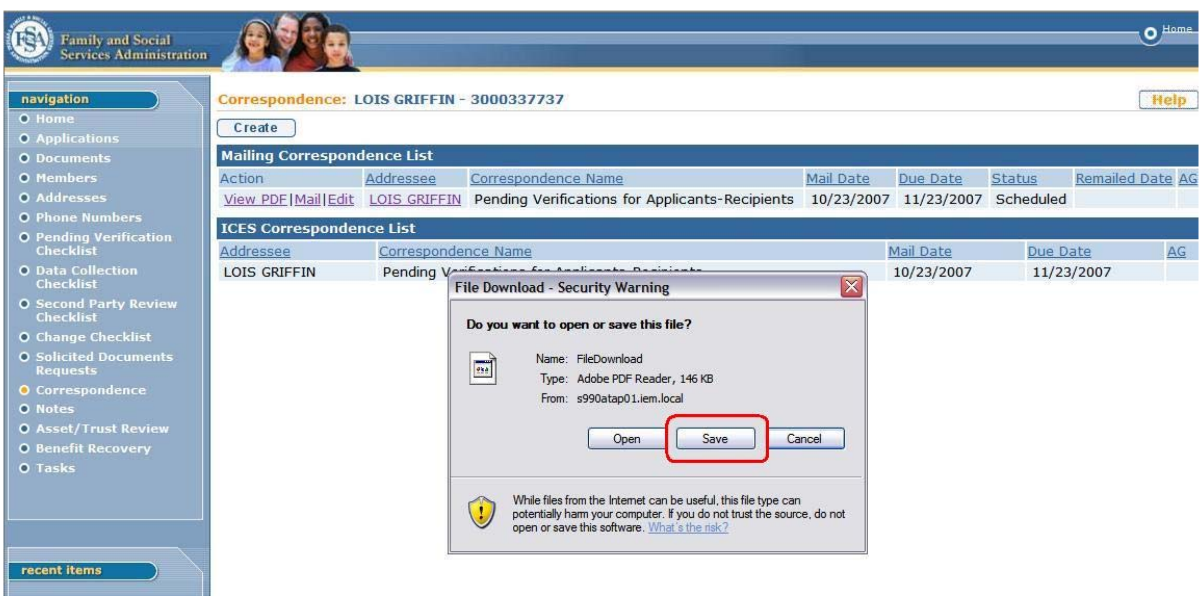
Step	Attach Document
3.	Click *Search*. The WFMS searches the documents indexed to the application or case. The results of the search (based on criteria entered) populate under the Documents cluster. 
4.	Click *Select* to designate the document to be attached.  The WFMS includes an image of the document selected in the correspondence packet and displays the Create Correspondence Details page with the attached document listed under the Document Attachment cluster. Repeat Steps 1-4 as necessary to attach additional documents.
5.	Continue creating the correspondence at Step 28 of Section 3.11.4.3, Create Correspondence in the WFMS. <insert hyperlink>

3.11.4.6 Print Correspondence

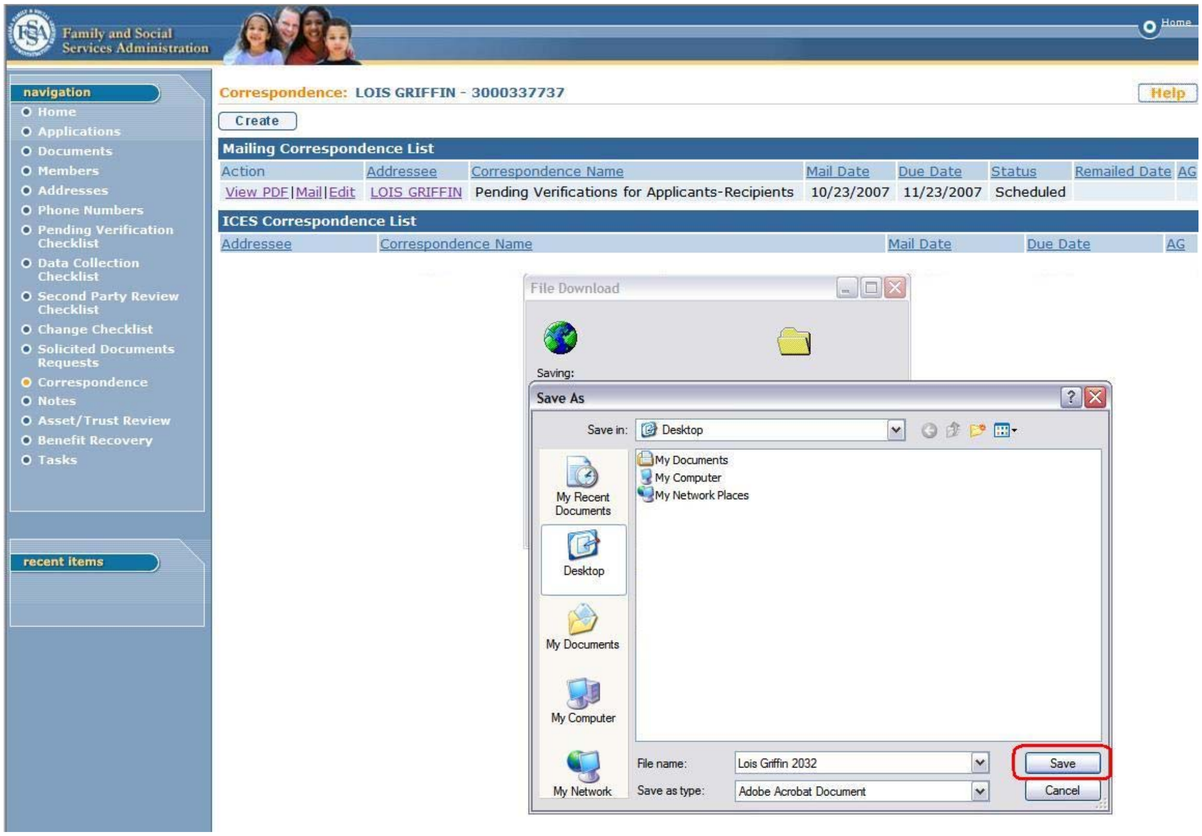
This step links from Step 30 of Section 3.11.4.3, Create Correspondence in the WFMS<insert hyperlink>.

All correspondence is mailed by default. If the correspondence packet is printed locally and the status is updated to “Printed,” the correspondence packet is not mailed. This feature is only used in the Help Center.

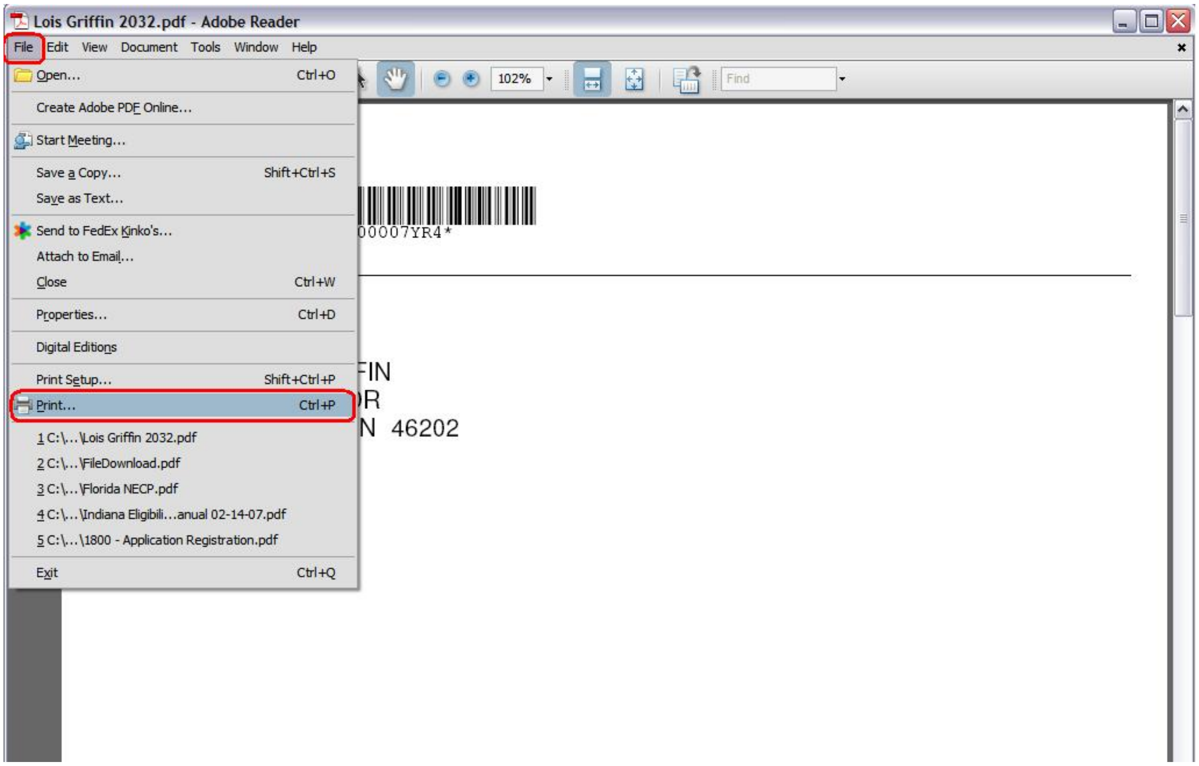
<table>
<tr><th>Step</th><th>Print Correspondence</th></tr>
<tr><td>1.</td><td>From the Correspondence Page, click View PDF next to the correspondence packet to be printed.


The WFMS displays a File Download box.</td></tr>
<tr><td>2.</td><td>Click Save.


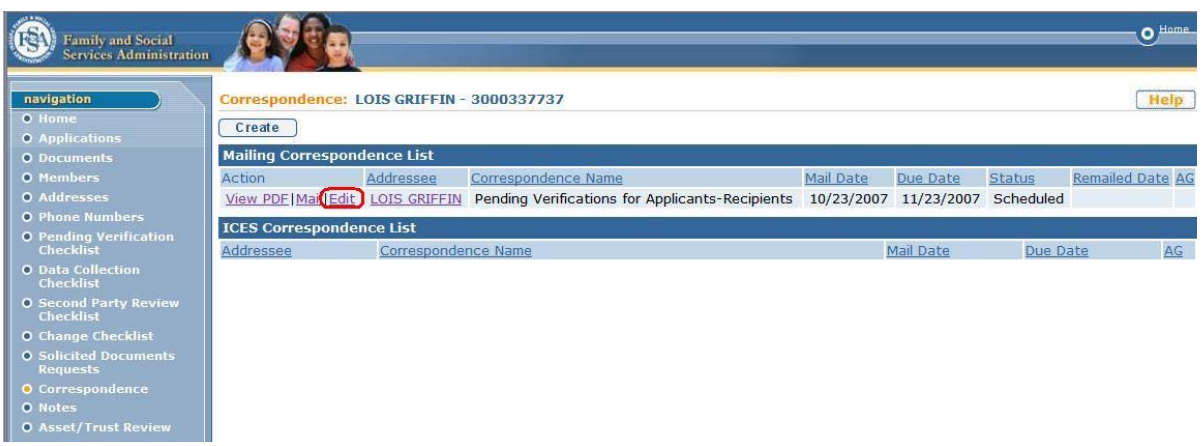
The WFMS displays a Save As box.</td></tr>
</table>

Step	Print Correspondence
3.	Choose a location to save the file to the local computer. Enter a file name if desired. Click Save.  The WFMS saves the PDF file to the designated location.

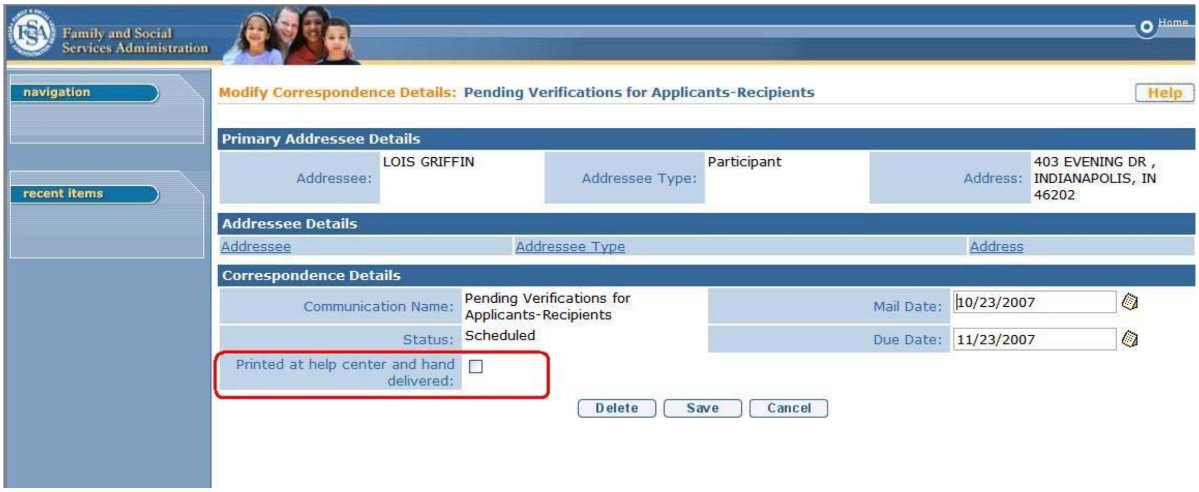
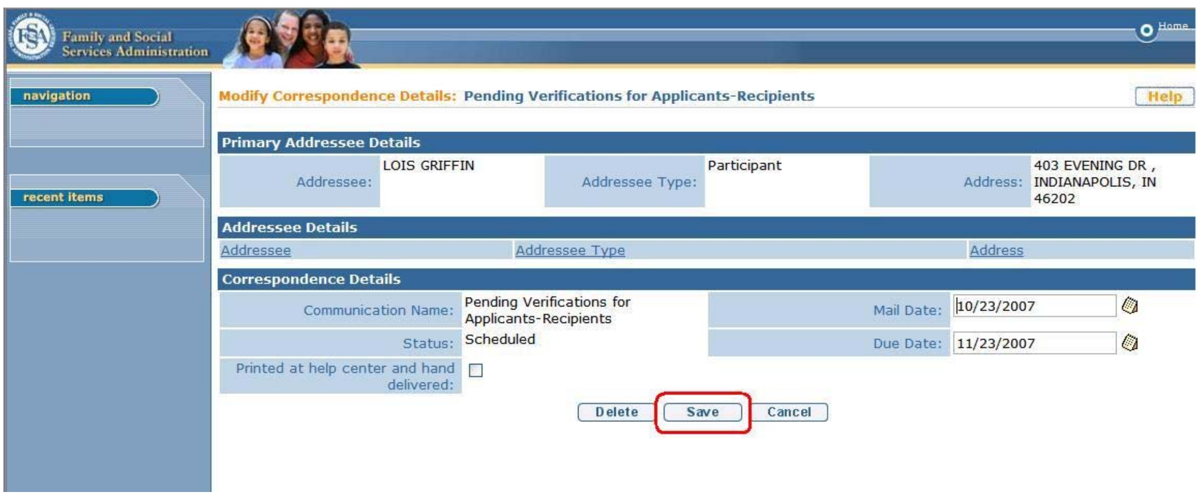
<table>
<tr><th>Step</th><th>Print Correspondence</th></tr>
<tr><td>4.</td><td>
Open the PDF file. Click File, Print to print the correspondence packet to the local printer.



</td></tr>
<tr><td>5.</td><td>
All correspondence is mailed by default, therefore it is necessary to update the status to “Printed” which will stop the correspondence packet from being mailed. From the Correspondence page, click Edit.



The WFMS displays the Modify Correspondence Details page.
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Print Correspondence</th></tr>
<tr><td>6.</td><td>Mark the box Printed at help center and hand delivered.

</td></tr>
<tr><td>7.</td><td>Click Save.


The WFMS displays the Correspondence page with the status updated to “Printed.”

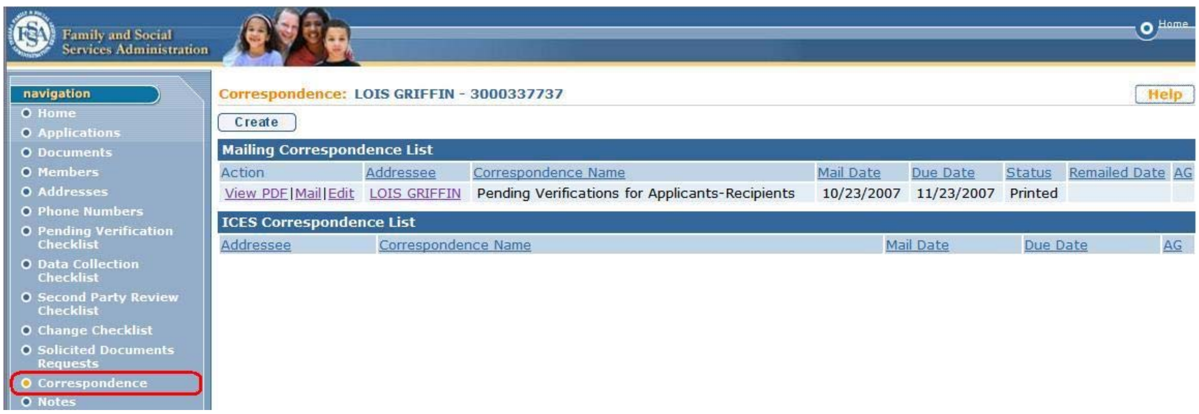
</td></tr>
</table>

3.11.4.7 View Correspondence History in the WFMS

The Correspondence page in the WFMS displays a complete history of all correspondence generated from the WFMS. If more than one form/notice is included in the outbound correspondence packet, not all forms/notices included are listed as individual line items. Instead, only the first form/notice selected during the Create Correspondence process is listed as the Correspondence Name for the entire packet. Therefore it may be necessary to view the correspondence packet to determine if additional forms/notices are included.

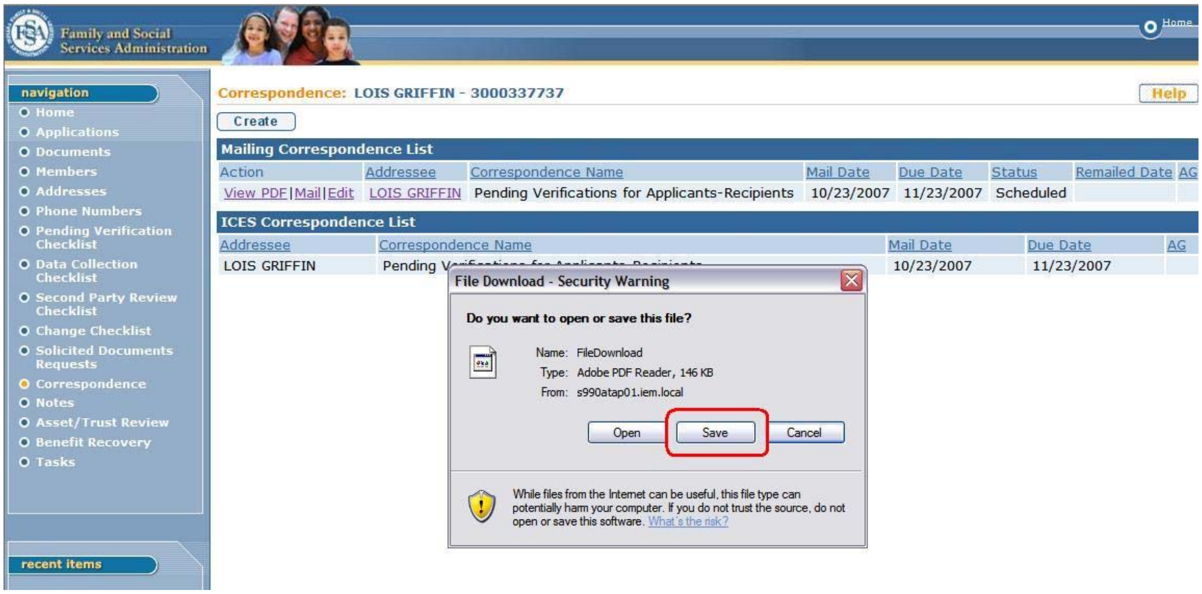
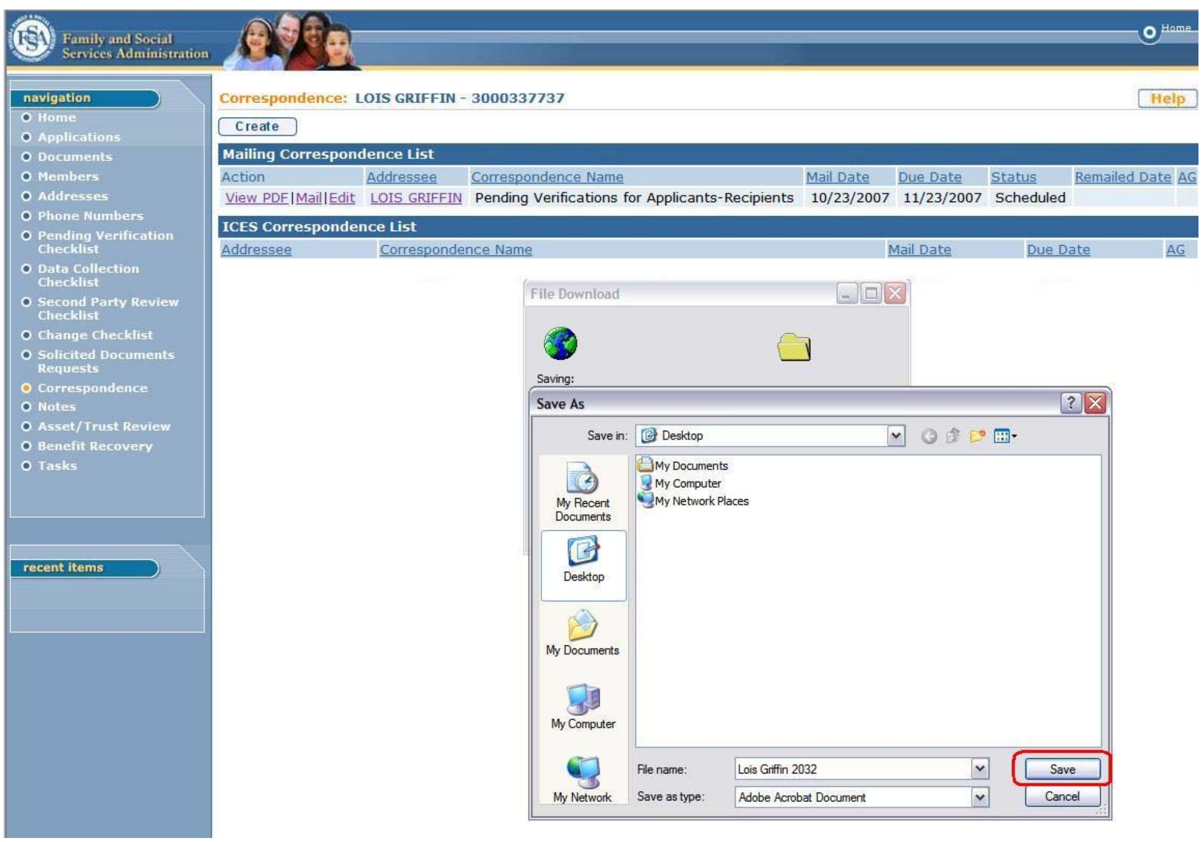
Notices generated from ICES are shown with limited line item detail on the Correspondence page in the WFMS. Notice text is available only in ICES for notices generated from ICES.

<table>
<tr><th>Step</th><th>View Correspondence History in the WFMS</th></tr>
<tr><td>1.</td><td>From the Application or Case Home page, click Correspondence from the left Navigation bar.



The WFMS displays the Correspondence page.</td></tr>
<tr><td>2.</td><td>From the Correspondence Page, click View PDF next to the correspondence packet to be viewed. If the form/notice has been sent from ICES, refer to Section 3.11.4.10, Re-mail Correspondence in ICES<insert hyperlink>.

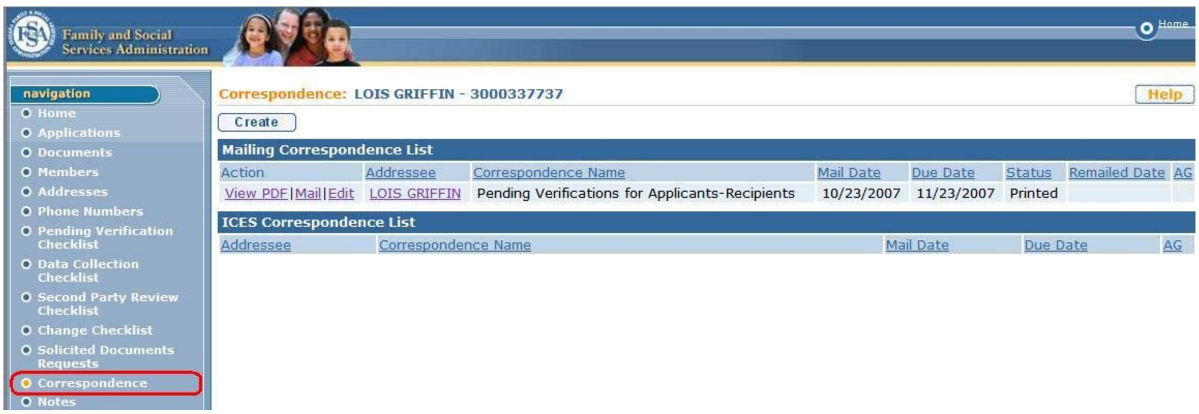
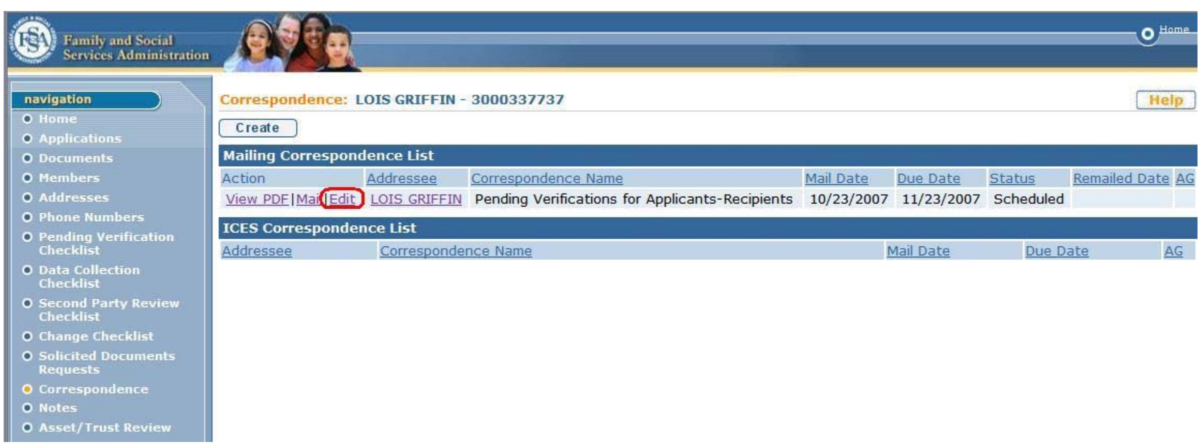
The WFMS displays a File Download box.</td></tr>
</table>

Step	View Correspondence History in the WFMS
3.	Click Save.  The WFMS displays a Save As box.
4.	Choose a location to save the file to the local computer. Enter a file name if desired. Click Save.  The WFMS saves the PDF file to the designated location.

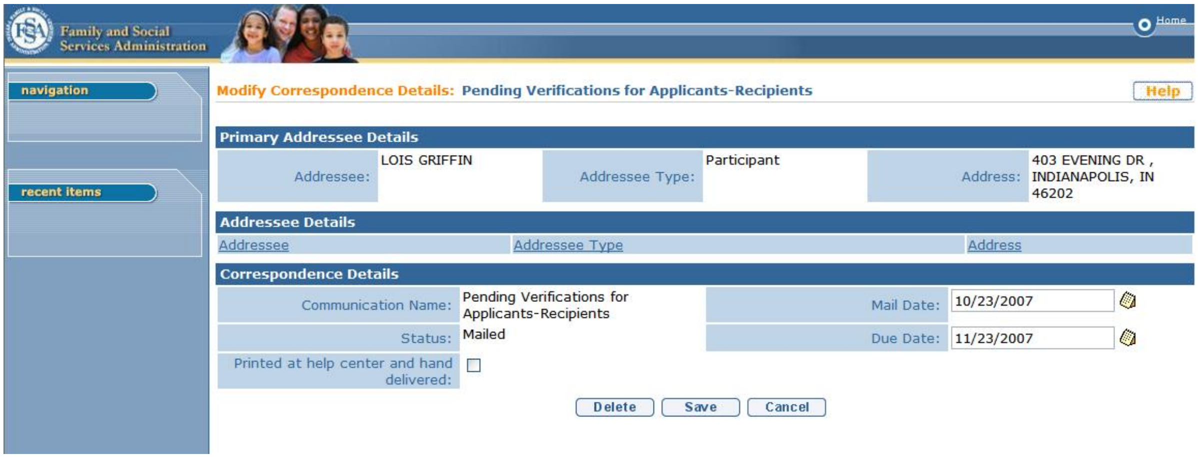
Step	View Correspondence History in the WFMS
5.	Open the PDF file to view the entire correspondence packet.
6.	• To re-mail a copy of the correspondence, refer to Section 3.11.4.10, Re-mail Correspondence in the WFMS<insert hyperlink>. • To delete the correspondence, refer to Section 3.11.4.9, Delete Correspondence<insert hyperlink>.

3.11.4.8 Edit Correspondence in the WFMS

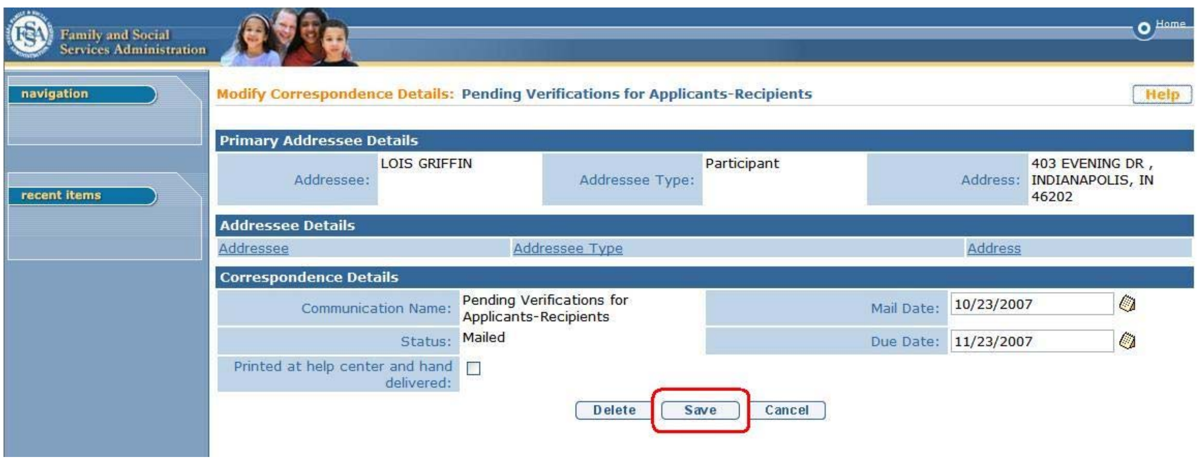
Correspondence with a status of "Mailed" or "Printed" may not be modified; only correspondence with a status of "Scheduled" may be modified.

Step	Edit Correspondence in the WFMS
1.	From the Application or Case Home page, click *Correspondence* from the left Navigation bar.  The WFMS displays the Correspondence page.
2.	Click *Edit* next to the form/notice to be modified. Only correspondence with a status of "Scheduled" can be modified.  The WFMS displays the Modify Correspondence Details page.

<table>
<tr><th>Step</th><th>Edit Correspondence in the WFMS</th></tr>
<tr><td>3.</td><td>Edit all fields as necessary.



</td></tr>
<tr><td>4.</td><td>Once all modifications have been made, click Save.



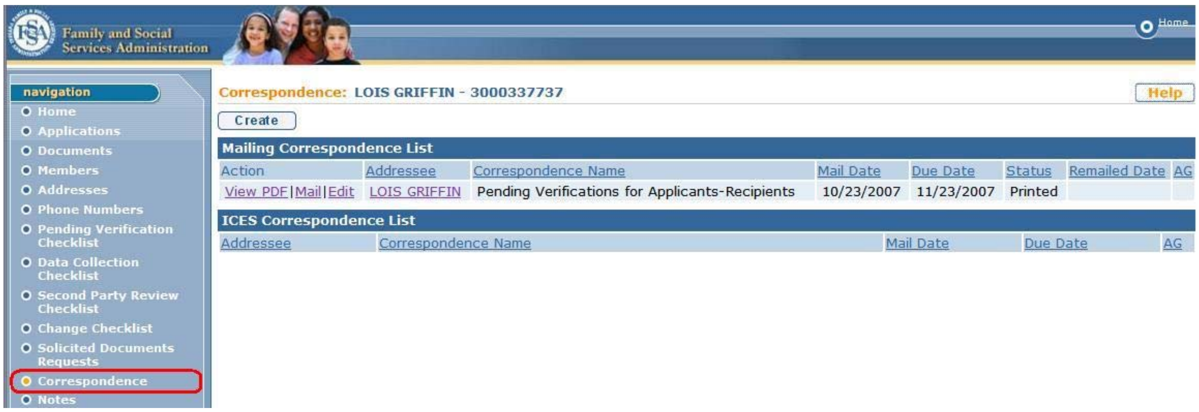
The WFMS displays the Correspondence page.</td></tr>
</table>

3.11.4.9 Delete Correspondence in the WFMS

Correspondence with a status of “Mailed” or “Printed” may not be deleted; only correspondence with a status of “Scheduled” may be deleted.

<table>
<tr><th>Step</th><th>Delete Correspondence in the WFMS</th></tr>
<tr><td>1.</td><td>

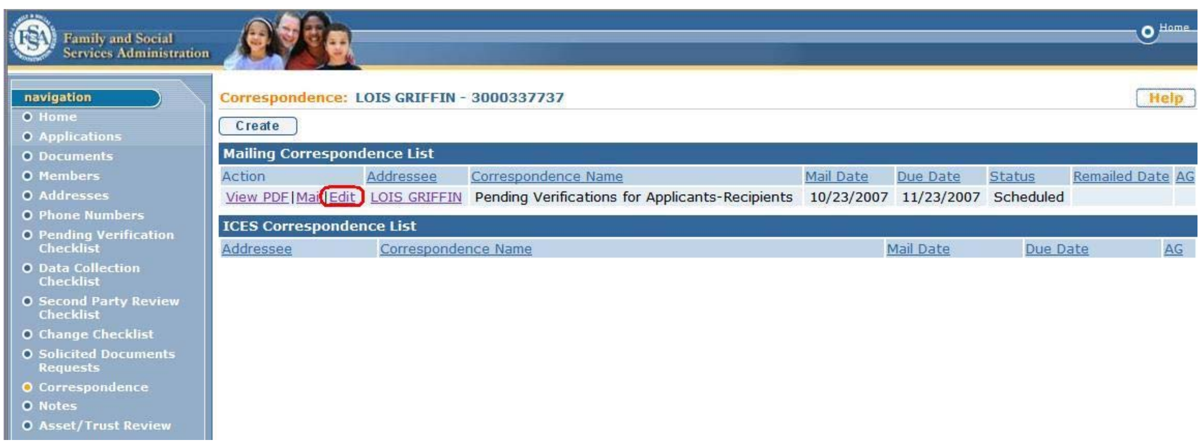
From the Application or Case Home page, click *Correspondence* from the left Navigation bar.



The WFMS displays the Correspondence page.

</td></tr>
<tr><td>2.</td><td>

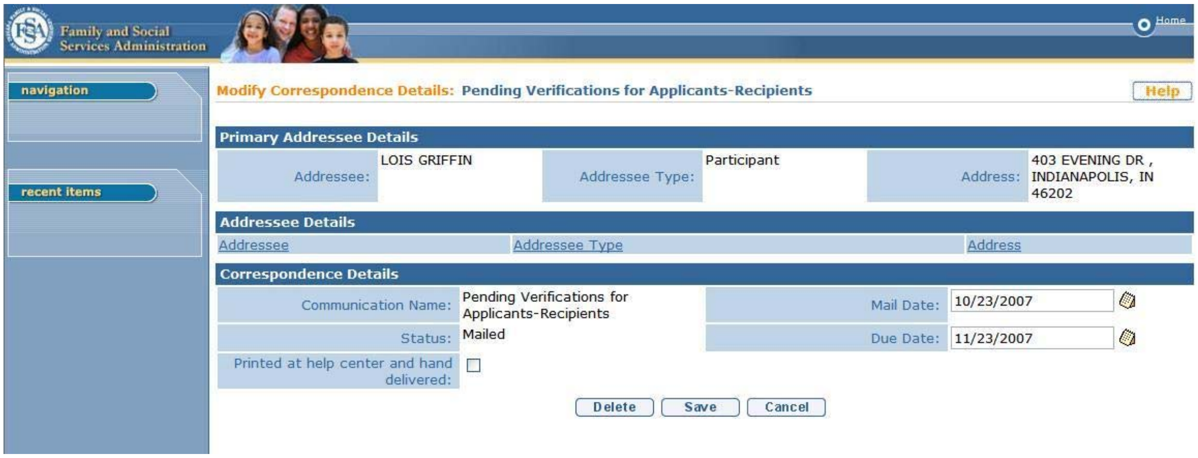
Click *Edit* next to the correspondence to be deleted. Only correspondence with a status of “Scheduled” may be deleted.

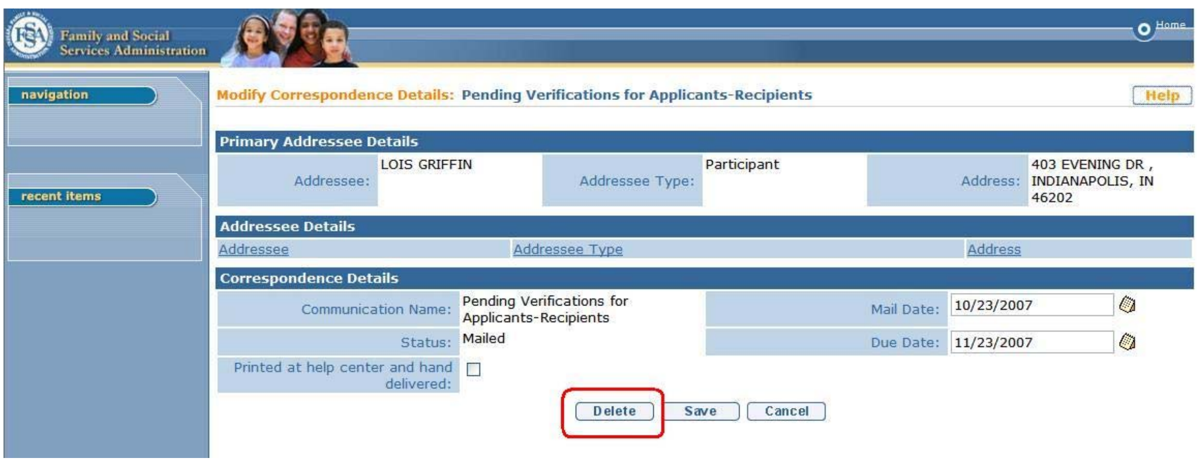


The WFMS displays the Modify Correspondence Details page.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Delete Correspondence in the WFMS</th></tr>
<tr><td>3.</td><td>Review the correspondence details to confirm this correspondence is to be deleted. To view the entire correspondence packet, refer to Section 3.11.4.7, View Correspondence in the WFMS<insert hyperlink>.


</td></tr>
<tr><td>4.</td><td>Click Delete.



The WFMS displays the Delete Correspondence Confirmation page.</td></tr>
<tr><td>5.</td><td>Click Yes.

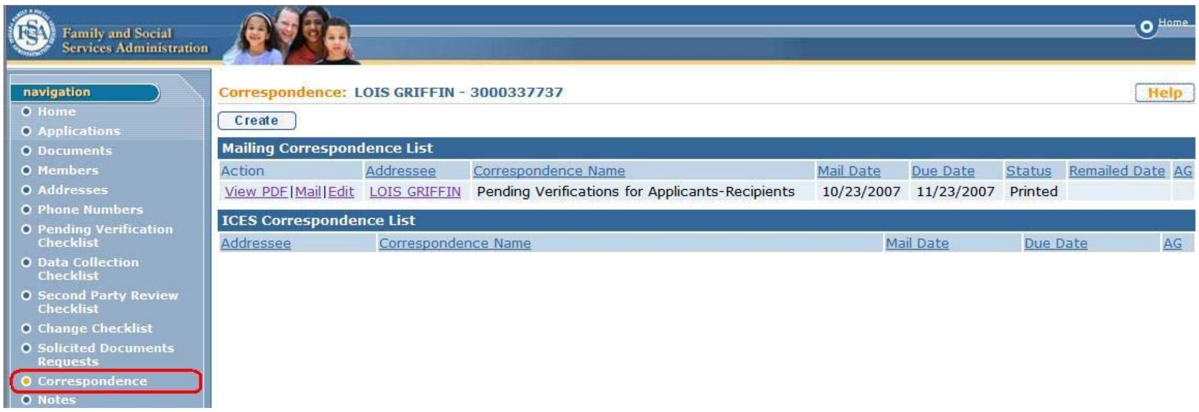
The WFMS cancels the scheduled mailing of the correspondence; no record is retained in the application/case history. The WFMS displays the Correspondence page.</td></tr>
</table>

3.11.4.10 Re-mail Correspondence in the WFMS

An internal user is able to re-mail a copy of a notice previously sent from the WFMS if a Client, authorized representative, or third party requests a copy.

<table>
<tr><th>Step</th><th>Re-mail Correspondence in the WFMS</th></tr>
<tr><td>1.</td><td>

From the Application or Case Home page, click *Correspondence* from the left Navigation bar.



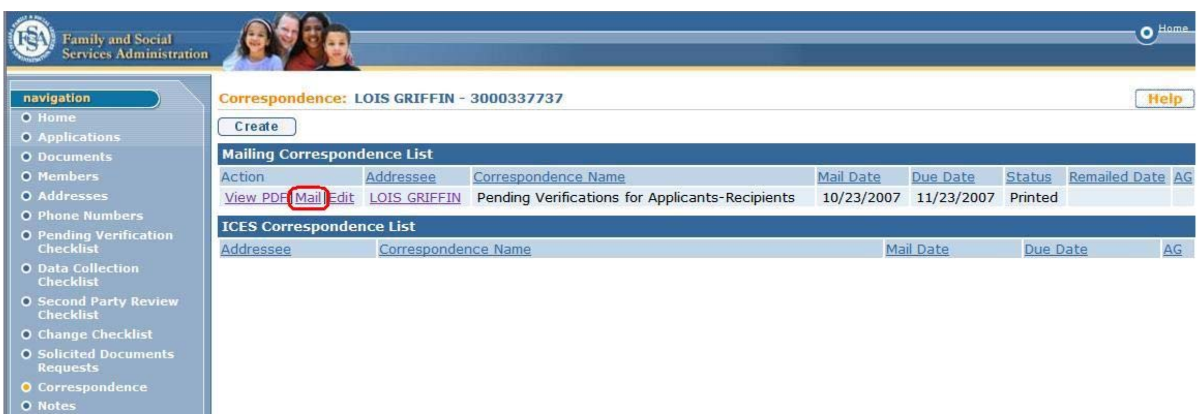
The WFMS displays the Correspondence page.

</td></tr>
<tr><td>2.</td><td>

Identify the correspondence to be re-mailed. All correspondence is listed under the first form/notice created. Therefore, it may be necessary to view the correspondence packet by clicking *View*. Refer to Section 3.11.4.7, View Correspondence History in the WFMS<insert hyperlink>.

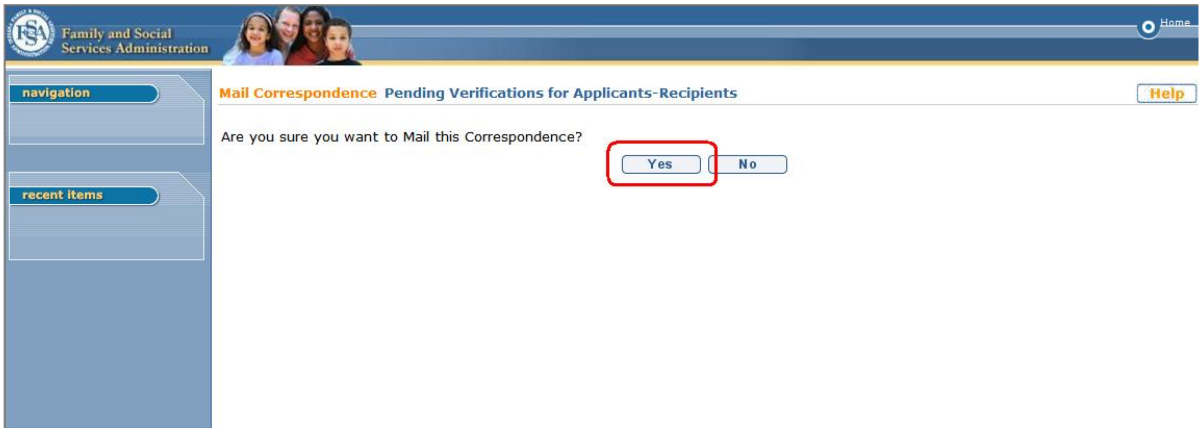
</td></tr>
<tr><td>3.</td><td>

To re-mail a copy of the correspondence packet, click Mail from the Correspondence page.



The WFMS displays the Mail Correspondence confirmation page.

</td></tr>
<tr><td>4.</td><td>Click Yes.</td></tr>
</table>

Step	Re-mail Correspondence in the WFMS
	 The WFMS re-mails a copy of the correspondence and displays the Correspondence page with the Re-mailed date field populated.

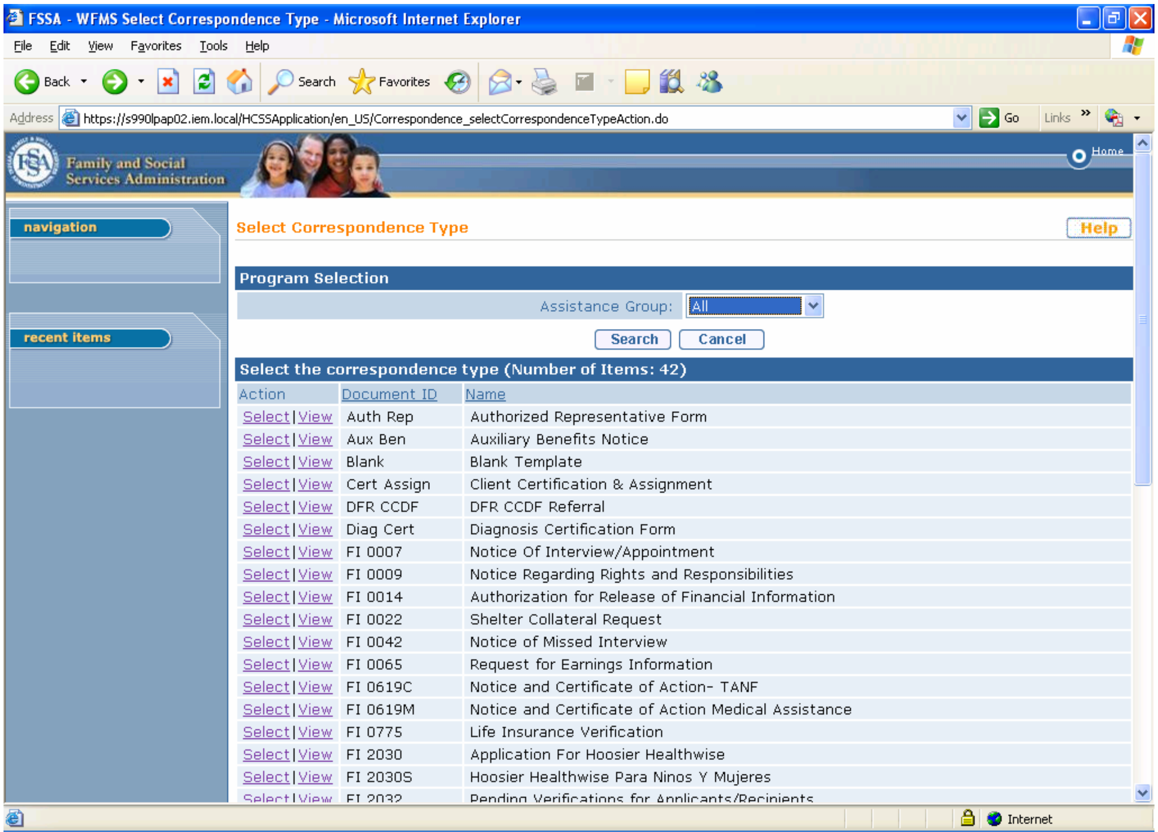
3.11.4.11 Create Correspondence from the File Server

In most instances, forms on the file server are used for outbound correspondence. Certain forms, such as the ACS Policy Request/Response Form, are created as an attachment to the case. This section describes the steps for creating correspondence from the shared drive on the File Server. Section 3.11.4.12 describes the steps for creating an attachment such as the ACS Policy Request/Response Form.

Step	Create Correspondence from the File Server
1.	From the Application or Case Home page, click *Correspondence* from the left Navigation bar.  The WFMS displays the Correspondence page.
2.	Click *Create*.  The WFMS displays the Select Correspondence page.

<table>
<tr><th>Step</th><th>Create Correspondence from the File Server</th></tr>
<tr><td>3.</td><td>

Select All or the applicable Assistance Group.



</td></tr>
<tr><td>4.</td><td>

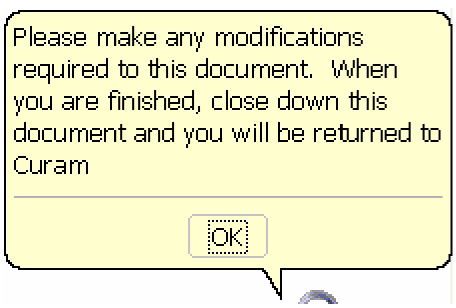
Click *Search*.

The forms/notices associated with the chosen assistance group are displayed under the Select the Correspondence Type cluster. The correspondence list can be sorted in alphabetical order by clicking Name at the top of the column. The list can also be sorted in order of form numbers by clicking Document ID.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Create Correspondence from the File Server</th></tr>
<tr><td>5.</td><td>Click Select next to Blank Template (if the form you are sending is not displayed on the list.).

</td></tr>
<tr><td>6.</td><td>A form appears; it may contain text that will be replaced when the following steps are completed. The following message may also be displayed. If so, click OK.

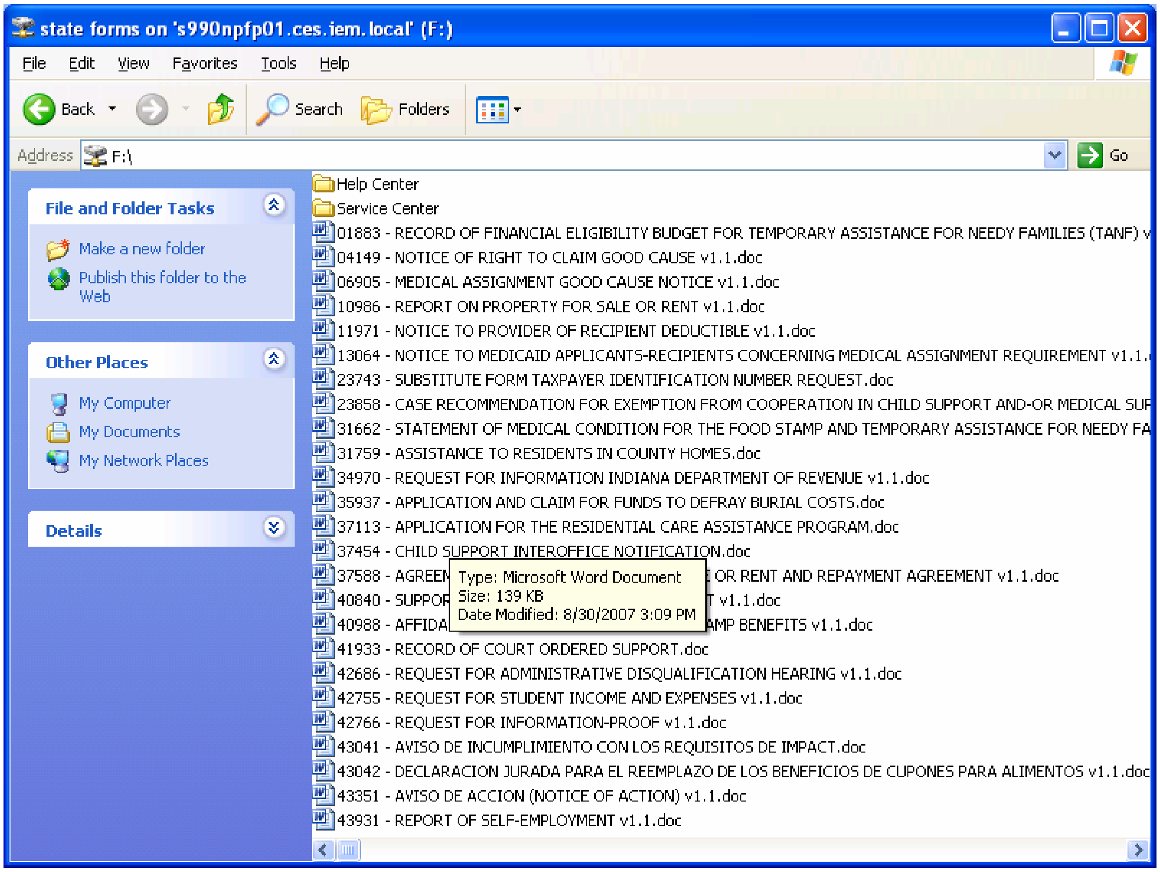


</td></tr>
</table>

Step	Create Correspondence from the File Server
7.	To access the shared drive from the file server, click Start, click My Computer, and click State Forms. 

<table>
<tr><th>Step</th><th>Create Correspondence from the File Server</th></tr>
<tr><td>8.</td><td>(If the forms are not displayed as shown below, click View and click List.)

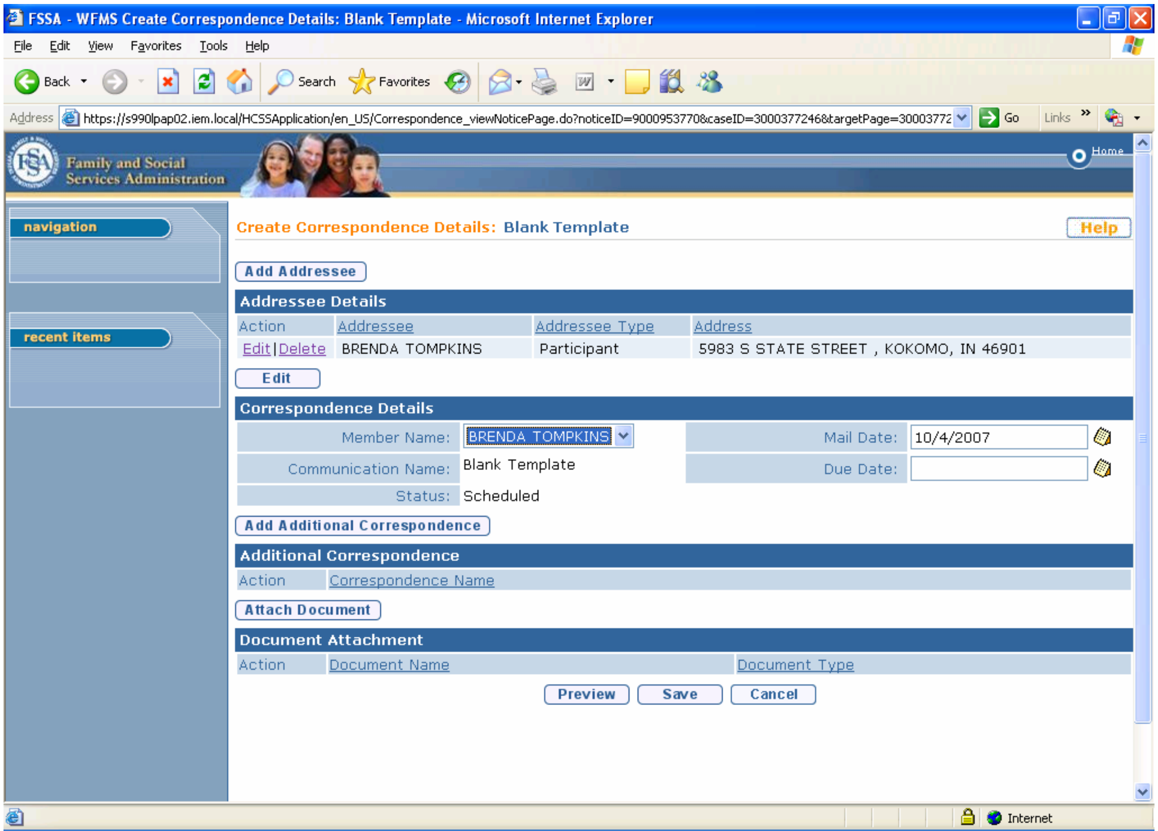
Select the form from the list.


</td></tr>
<tr><td>9.</td><td>Click to select the form you need to send (or attach to the case).

The form displays as Read Only and cannot be updated until saved to your computer or copied and pasted into the blank template (you will know if you get a message.).

Save the form to the hard drive of your computer. The form name should be no longer than 35 characters and contain the client name to assist in pulling the correct file. For example, Report on Property for Sale or Rent for client name John Doe could be saved as Report on Property-John Doe.</td></tr>
<tr><td>10.</td><td>Enter information in the appropriate sections of the form.

Click File, then click Save to save the completed form to a folder under My Documents on the hard drive of your computer; use the Case name in the file name so that the saved file is easier to locate.</td></tr>
<tr><td>11.</td><td>While the form is open, click Edit.</td></tr>
<tr><td>12.</td><td>Click Select All. All of the text in the form should be highlighted.</td></tr>
<tr><td>13.</td><td>Right click and select Copy.</td></tr>
<tr><td>14.</td><td>Go to the blank template that has been opened and minimized at the bottom of your screen.</td></tr>
</table>

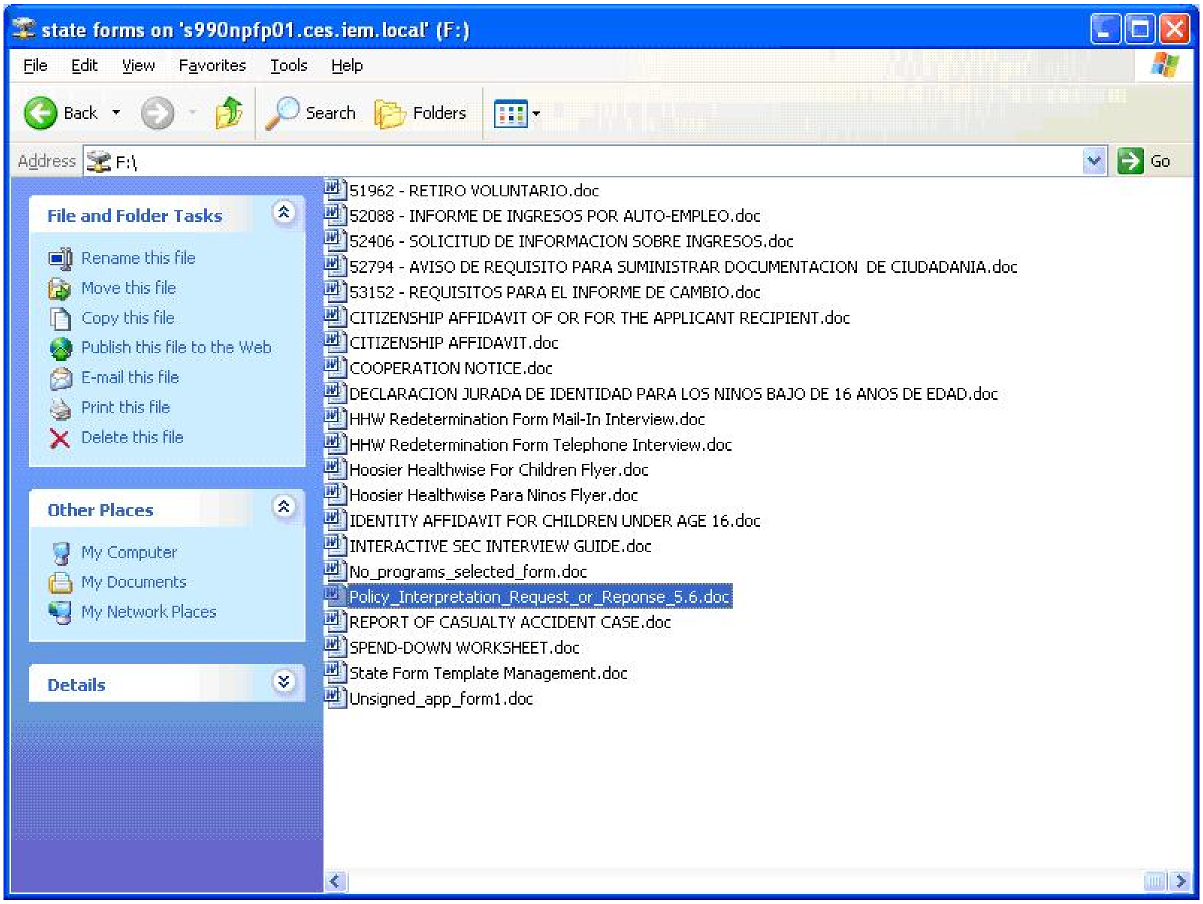
<table>
<tr><th>Step</th><th>Create Correspondence from the File Server</th></tr>
<tr><td>15.</td><td>Highlight all of the text in the blank template. Right click and select Paste. The information from the form is now pasted into the blank template form.</td></tr>
<tr><td>16.</td><td>Close the blank form by clicking the ‘X ‘in the upper right corner or clicking File, then Close.
The follow screen appears.

</td></tr>
<tr><td>17.</td><td>Continue creating the correspondence at Step 7 of Section 3.11.4.3, Create Correspondence in the WFMS <insert hyperlink>.</td></tr>
</table>

3.11.4.12 Creating an Attachment from the File Server

Certain forms such as the ACS Policy Interpretation Request/Response Form are accessed from the shared drive on the File Server. Instead of creating these forms as correspondence, the user creates them as attachments to the case and then creates tasks for other internal users to process.

Step	Create an Attachment from the File Server
1.	When a form such as the ACS Policy Interpretation Request/Response is needed, access the shared drive from the file server, click Start, click My Computer, and click State Forms. 

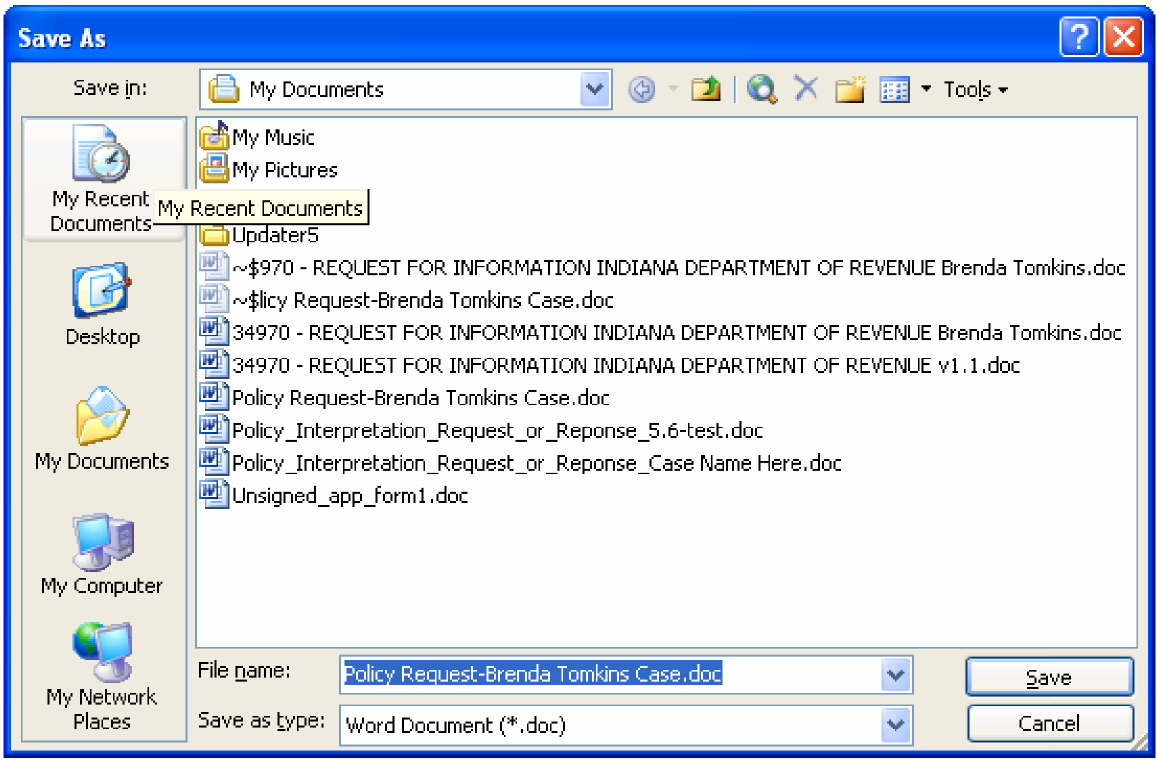
Step	Create an Attachment from the File Server
2.	(If the forms are not displayed as shown below, click View and click List.) Select the form from the list. To see additional forms listed, use the down arrow on your keyboard. The ACS Policy Interpretation Request/Response Form is listed near the bottom of the list.



<table>
<tr><th>Step</th><th>Create an Attachment from the File Server</th></tr>
<tr><td>3.</td><td>Double Click to select the form you need to attach to the case.

The form displays as Read Only and cannot be updated until saved to your computer.

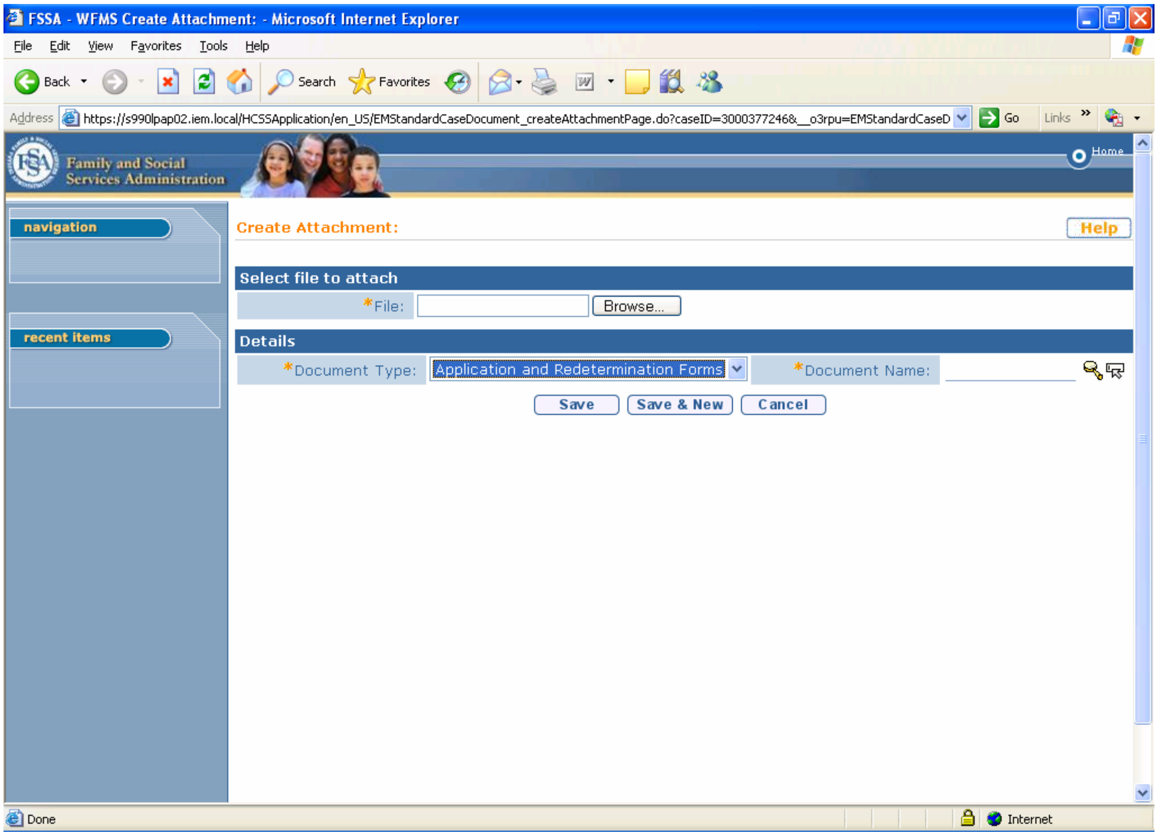
Save the form to the hard drive of your computer. The form name should be no longer than 35 characters and contain the client name to assist in pulling the correct file. For example, Policy Request Form for client name Brenda Tomkins could be saved as Policy Request Form-Brenda Tomkins as shown below.



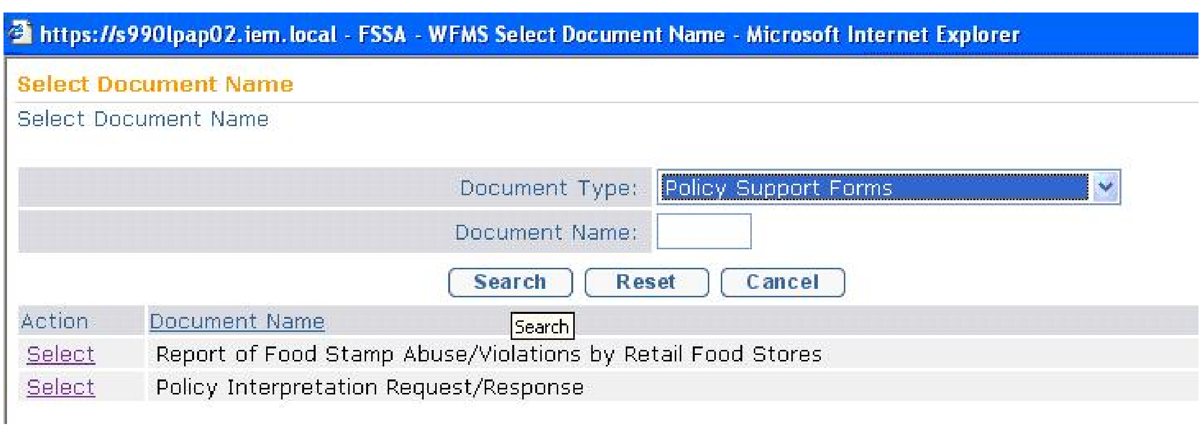
</td></tr>
<tr><td>4.</td><td>Enter information in the appropriate sections of the form.

Click File, then click Save to save the completed form to the hard drive of your computer, using the Case name so that the document you want to attach is easier to find.</td></tr>
<tr><td>5.</td><td>From Case Home in WFMS, click Documents in the left Navigation bar.</td></tr>
</table>

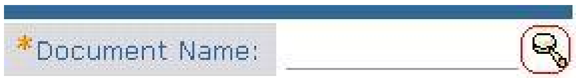
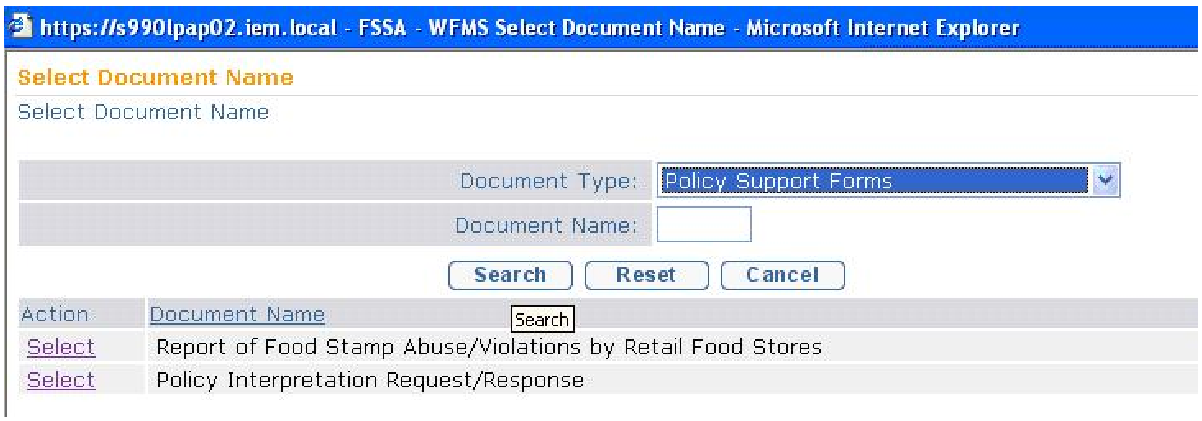
<table>
<tr><th>Step</th><th>Create an Attachment from the File Server</th></tr>
<tr><td>6.</td><td>Click Attach. The Create Attachment page is displayed.



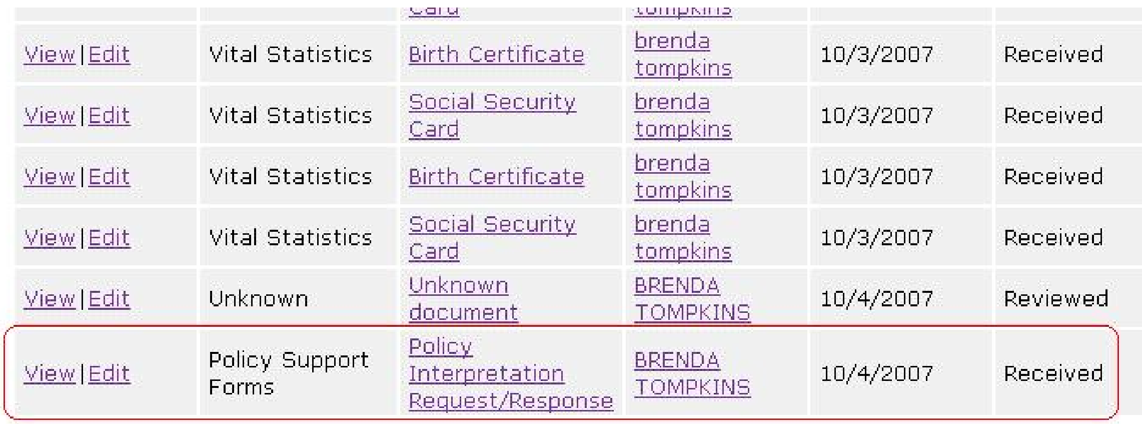
</td></tr>
<tr><td>7.</td><td>Click Browse to locate the file you just saved to the hard drive.</td></tr>
<tr><td>8.</td><td>When you locate the file, click Open.</td></tr>
<tr><td>9.</td><td>Select the correct Document Type (such as Policy Support Forms for the example used in these instructions). Then click Search to display the document names for the selected Document Type. Click Select to choose the correct Document Name.



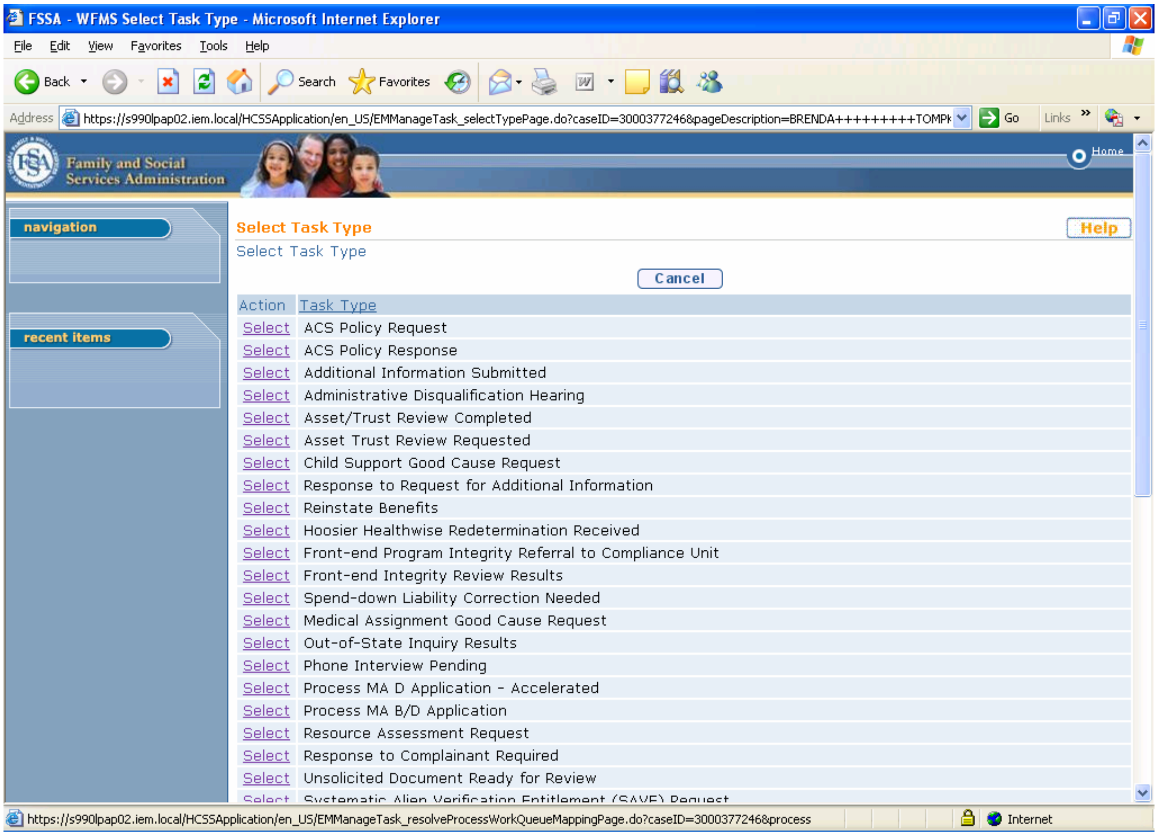
</td></tr>
</table>

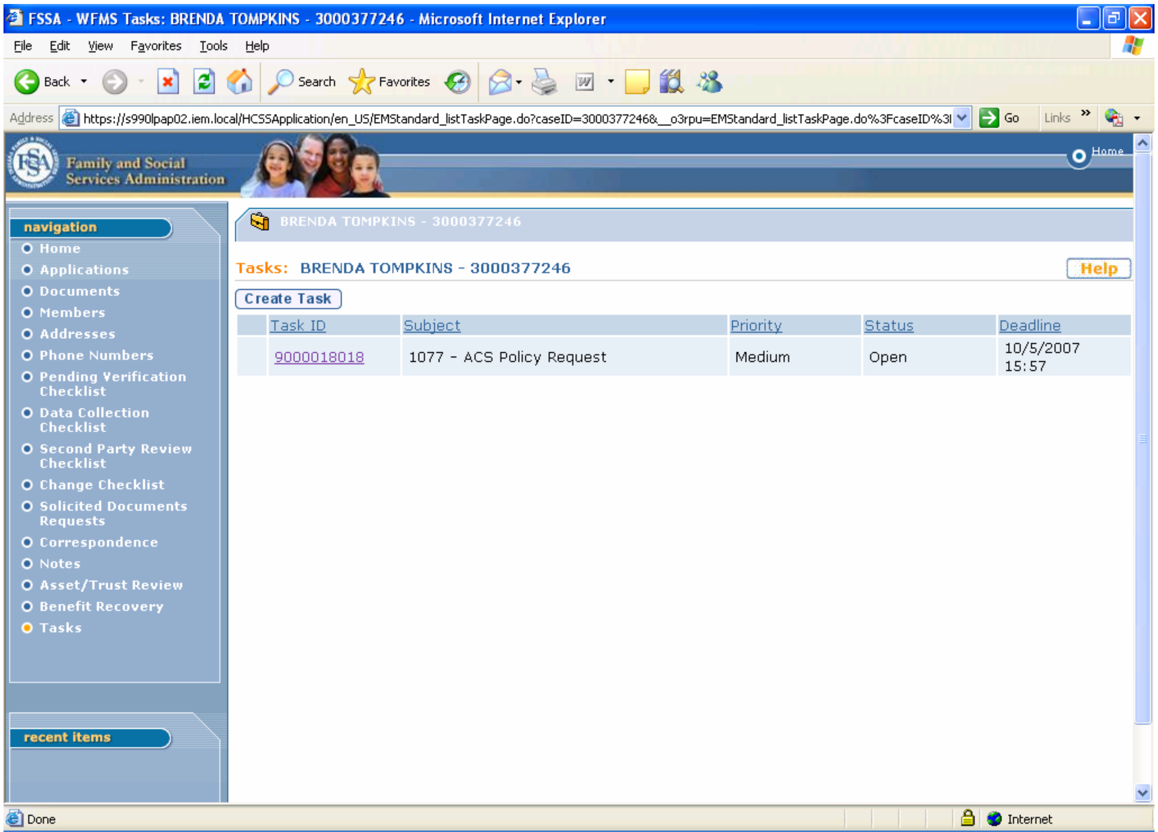
Step	Create an Attachment from the File Server
10.	Click the *magnifying glass icon* to display the document names for the selected Document Type. 
11.	On the Select Document Name screen, click *Search*. Click *Select* to choose the correct Document Name. 

<table>
<tr><th>Step</th><th>Create an Attachment from the File Server</th></tr>
<tr><td>12.</td><td>Click Save.


The document is attached to the case and viewable (along with other documents indexed to the case) by clicking Documents in the left Navigation bar.


</td></tr>
<tr><td>13.</td><td>Click Tasks in the left Navigation bar.</td></tr>
</table>

Step	Create an Attachment from the File Server
14.	Click *Create Task*. Select ACS Policy Request (for the example used in these work instructions) or other appropriate task. 

Step	Create an Attachment from the File Server
15.	For the ACS Policy Request, select the appropriate Coach's queue depending on AGs in the case. The following screen is displayed confirming that the task has been created, showing the task deadline. The task will appear in the Coach queue to be processed. 

3.11.4.13 Re-mail Correspondence in ICES

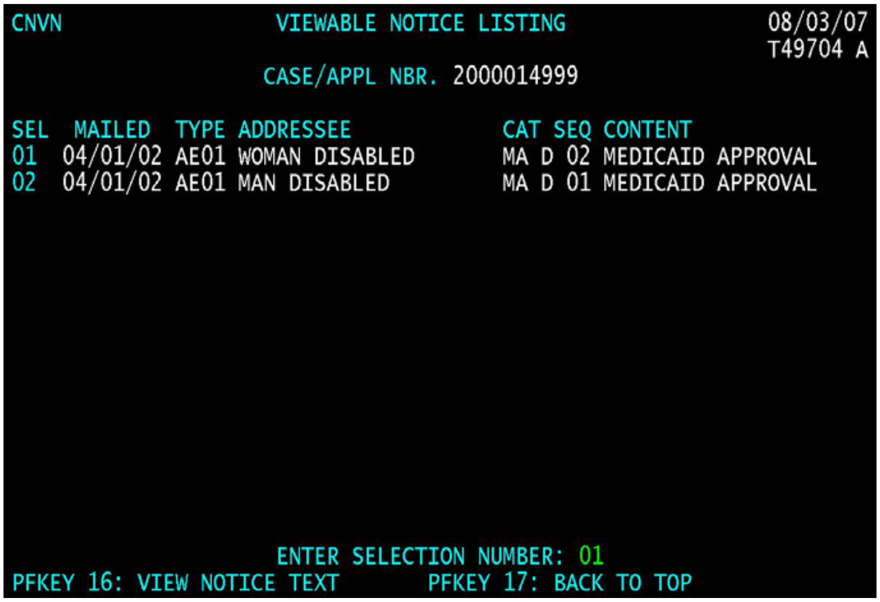
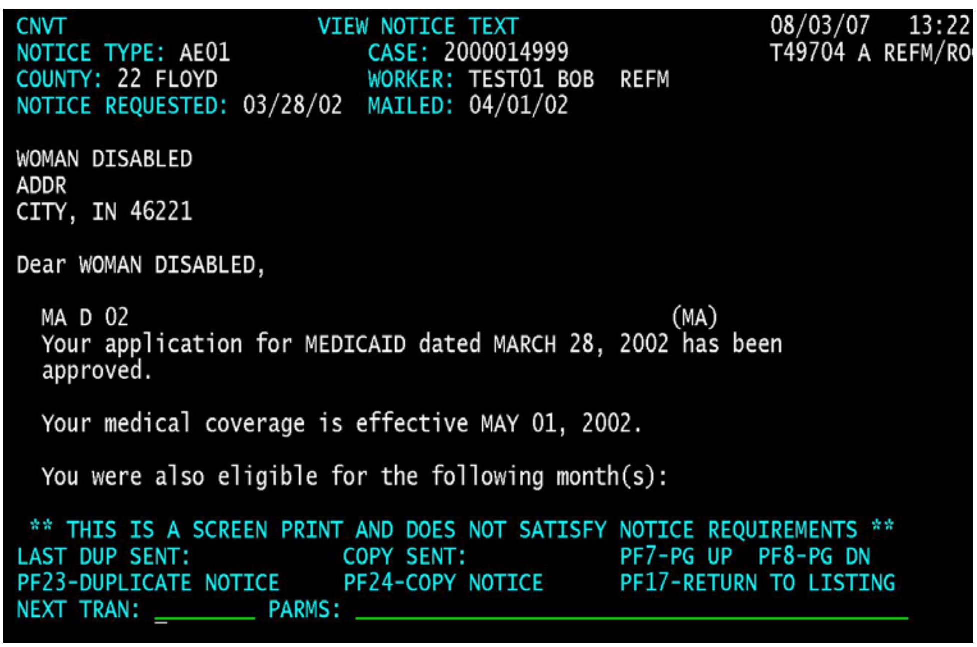
ICES notices are automatically generated as a result of temporal events or actions taken in ICES. Therefore the only correspondence type that can be manually generated from ICES is a duplicate notice if a Client and/or authorized representative requests a copy.

3.11.4.14 Correspondence Screens in ICES

Summary Screen	Detail Screen	Description
CNVN		**VIEWABLE NOTICE LISTING** – Provides a record of all Client notices that have been generated in the current month and the three previous months.
	CNVT	**VIEW NOTICE TEXT** – Provides a view of the text of Client notices that have been generated in the current month and the three previous months.
CNHS		**NOTICE HISTORY** – Provides a record of all Client notices that have been generated.
	CNDH	**NOTICE HISTORY DETAIL** – Provides information about a specific Client notice that has been generated by the system.

3.11.4.15 Re-mail Correspondence in ICES from CNVN

Step	Re-mail Correspondence in ICES from CNVN
1.	In ICES, navigate to the correspondence history for the associated case record by entering TRAN: CNVN; PARMS: ICES Case Number. `NEXT TRAN: CNVN____ PARMS: 2000014999______`

<table>
<tr><th>Step</th><th>Re-mail Correspondence in ICES from CNVN</th></tr>
<tr><td>2.</td><td>From the ICES notice history, identify the notice to be re-mailed.

CNVN VIEWABLE NOTICE LISTING 08/03/07
T49704 A
CASE/APPL NBR. 2000014999
SEL MAILED TYPE ADDRESSEE CAT SEQ CONTENT
01 04/01/02 AE01 WOMAN DISABLED MA D 02 MEDICAID APPROVAL
02 04/01/02 AE01 MAN DISABLED MA D 01 MEDICAID APPROVAL
ENTER SELECTION NUMBER: 01
PFKEY 16: VIEW NOTICE TEXT PFKEY 17: BACK TO TOP</td></tr>
<tr><td>3.</td><td>To view the notice text, enter the selection number. Press the PF16 key.</td></tr>
<tr><td>4.</td><td>ICES displays screen CNVT – View Notice Text.

CNVT VIEW NOTICE TEXT 08/03/07 13:22
NOTICE TYPE: AE01 CASE: 2000014999 T49704 A REFM/RO
COUNTY: 22 FLOYD WORKER: TEST01 BOB REFM
NOTICE REQUESTED: 03/28/02 MAILED: 04/01/02
WOMAN DISABLED
ADDR
CITY, IN 46221
Dear WOMAN DISABLED,
MA D 02 (MA)
Your application for MEDICAID dated MARCH 28, 2002 has been approved.
Your medical coverage is effective MAY 01, 2002.
You were also eligible for the following month(s):
** THIS IS A SCREEN PRINT AND DOES NOT SATISFY NOTICE REQUIREMENTS **
LAST DUP SENT: COPY SENT: PF7-PG UP PF8-PG DN
PF23-DUPLICATE NOTICE PF24-COPY NOTICE PF17-RETURN TO LISTING
NEXT TRAN: _ PARMS:</td></tr>
<tr><td>5.</td><td>Press PF23 to generate a copy of the notice to be re-mailed.</td></tr>
</table>

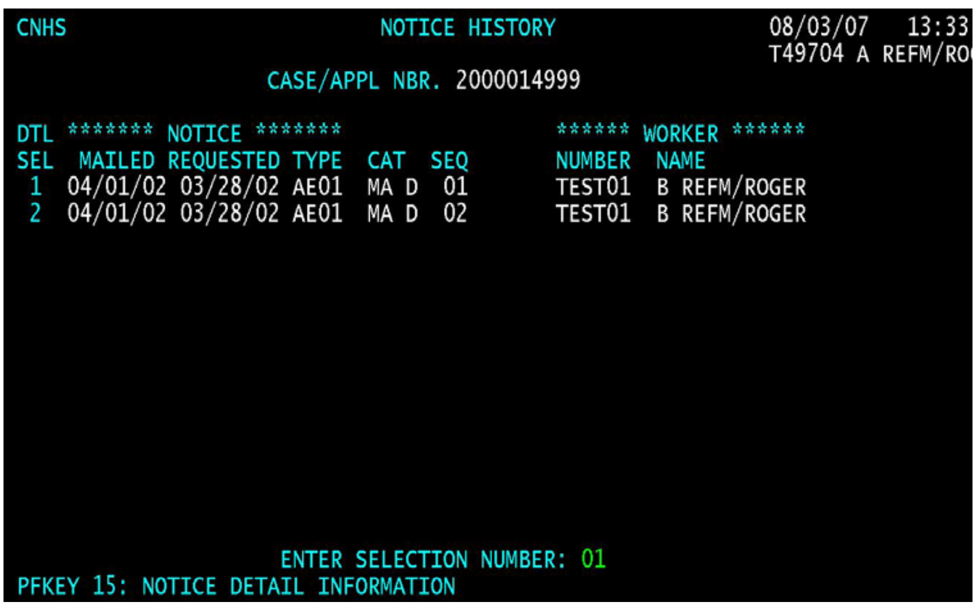
<table>
<tr><th>Step</th><th>Re-mail Correspondence in ICES from CNVN</th></tr>
<tr><td>6.</td><td>Enter TRAN: CLRC; PARMS; ICES Case Number. Update case notes regarding action taken.

</td></tr>
</table>

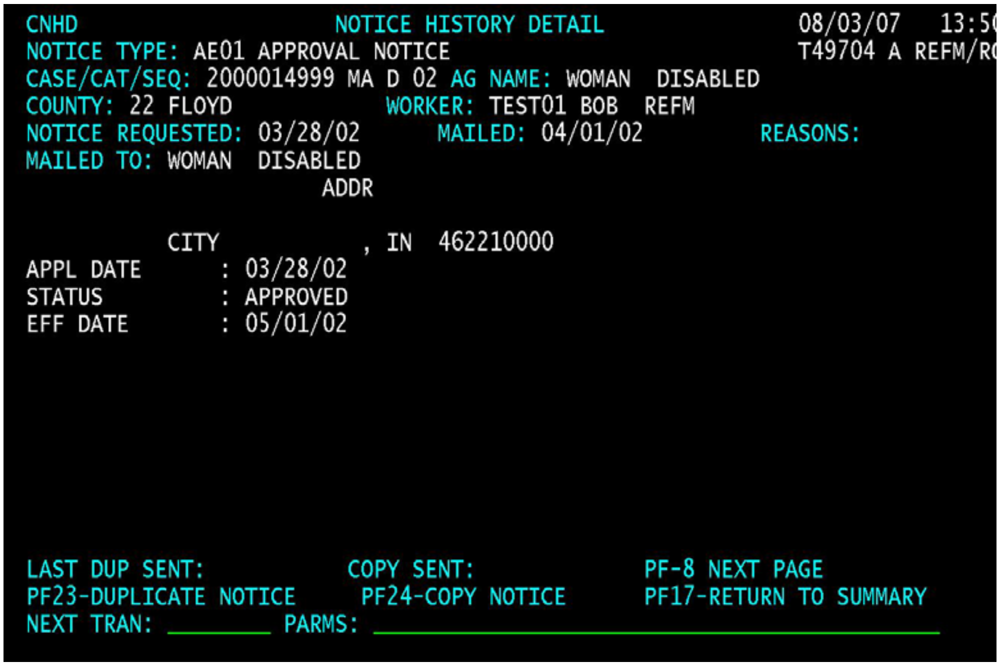
3.11.4.16 Re-mail Correspondence in ICES from CNHS

<table>
<tr><th>Step</th><th>Re-mail Correspondence in ICES from CNHS</th></tr>
<tr><td>1.</td><td>In ICES, navigate to the correspondence history for the associated case record by entering TRAN: CNHS; PARMS: ICES Case Number.

</td></tr>
<tr><td>2.</td><td>From the ICES notice history, identify the notice to be re-mailed.



</td></tr>
<tr><td>3.</td><td>To view the notice detail information, enter the selection number. Press the PF15 key.</td></tr>
</table>

Step	Re-mail Correspondence in ICES from CNHS
4.	ICES displays screen CNHD – Notice History Detail.  CNHD NOTICE HISTORY DETAIL 08/03/07 13:5 NOTICE TYPE: AE01 APPROVAL NOTICE T49704 A REFM/R CASE/CAT/SEQ: 2000014999 MA D 02 AG NAME: WOMAN DISABLED COUNTY: 22 FLOYD WORKER: TEST01 BOB REFM NOTICE REQUESTED: 03/28/02 MAILED: 04/01/02 REASONS: MAILED TO: WOMAN DISABLED ADDR CITY , IN 462210000 APPL DATE : 03/28/02 STATUS : APPROVED EFF DATE : 05/01/02 LAST DUP SENT: COPY SENT: PF-8 NEXT PAGE PF23-DUPLICATE NOTICE PF24-COPY NOTICE PF17-RETURN TO SUMMARY NEXT TRAN: ________ PARMS: ______________________________
5.	Press **PF23** to generate a copy of the notice to be re-mailed.
6.	Enter TRAN: CLRC; PARMS; ICES Case Number. Update case notes regarding action taken.  CLRC RUNNING RECORD COMMENTS 08/03/07 13:27 T49704 A REFM/RO COMMENTS TYPE: GENERAL COUNTY: 22 CASE: 2000014999 INITIAL CONTACT: MAN DISABLED ENTERED USERID COMMENTS 08/03/07 T49704 WOMAN DISABLED CALLED AND REQUESTED A COPY OF MA D AWARD LETTER BE RESENT. GENERATED DUPLICATE NOTICE._

3.11.5 Processing Solicited Documents

3.11.5.1 Overview

The Process Solicited Document Work Instructions describe activities performed at a Service Center by the Coalition's Document Specialist, Eligibility Associate or Eligibility Specialist related to processing requested verifications upon receipt, and handling due dates. Certain activities related to processing requested verifications may also be performed at the Coalition's Help Center.

A solicited document is a document that a Service Center or Help Center (State or Coalition-operated) has requested from a Client, authorized representative or third party. The terms “solicited document” and “requested document” are used interchangeably. Requests are made through a pending notice, which is generated by an Eligibility Associate, Eligibility Specialist or Help Center staff. Documents submitted via mail or fax are received at the Document Center. Documents may also be received at a Help Center, which is responsible for sending the requested date-stamped verifications via mail or fax to the Document Center in a timely manner.

Documents are typically, but not always, bar-coded or accompanied by a bar-coded cover sheet which supports the automatic linking of received verifications to the correct application or case at the Document Center. The terms “linking” and “indexing” documents are used interchangeably to describe the process of associating a document image with the correct case or Client, which is a critical step in document processing. Documents which are not bar-coded need to be linked to the correct case by other identifying characteristics, if present, such as name, Social Security Number, or Case Number. If a document is not automatically indexed to a case, it is presented as a task in the Non-Indexed Document queue.

Depending on the reason for requesting the document, different due dates apply and different actions upon receipt of the requested verifications may result. Requested verifications, when received, are routed to the appropriate workgroup or queue based on the reason the document was requested, the type of verification received and/or the verification attributes, such as the program, assistance group or language.

After the solicited document is requested, the system monitors for the due date of the task related to processing an application, re-determination, or change. The due date is user or system-generated, based on program eligibility rules and the Coalition's due dates as established in contractual agreements with the State.

3.11.5.2 Processing Receipt of Solicited Documents

3.11.5.3 Solicited Documents Received

Requested documents are received in the Document Center, imaged and indexed to a pending application, re-determination or change. Documents are held for five (5) days, after which the system creates a new Solicited Documents Received task and places the task in the queue. When all but one of the solicited documents has been received, the next document received for that case is indexed, immediately creating a task for the appropriate workgroup to process. A task is also created immediately if all of the solicited documents are received together at the same time.

<table>
<tr><th>Step</th><th>Solicited Documents Received</th></tr>
<tr><td>1.</td><td>

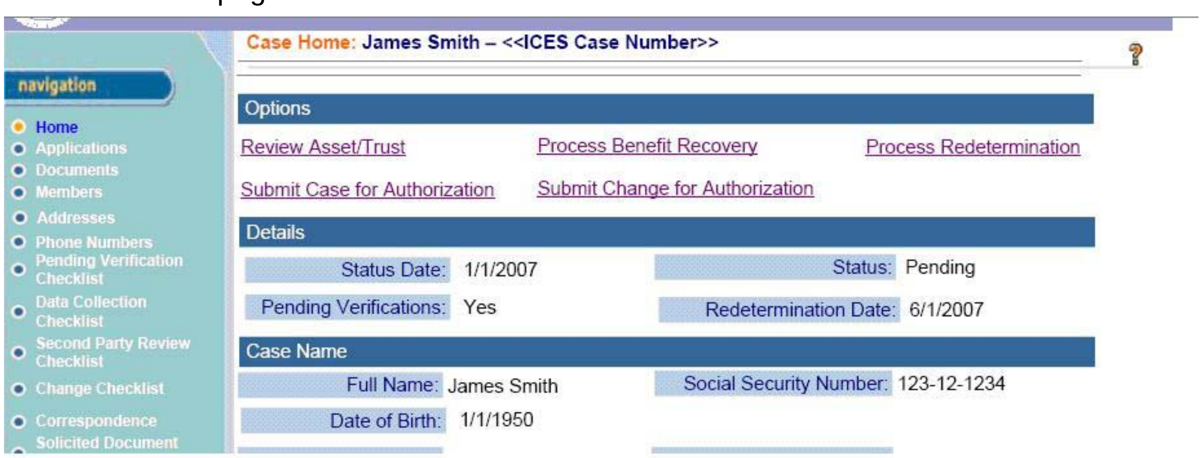
View the task from the User Home page, Click *Task ID*. This displays Primary Action on the Task Home page.

</td></tr>
<tr><td>2.</td><td>

View the Primary Action and Task Instructions, as shown on Task Home page

</td></tr>
<tr><td>3.</td><td>

Click the *Case Home* page link shown on the Task Home page. The system navigates to the Case Home page.



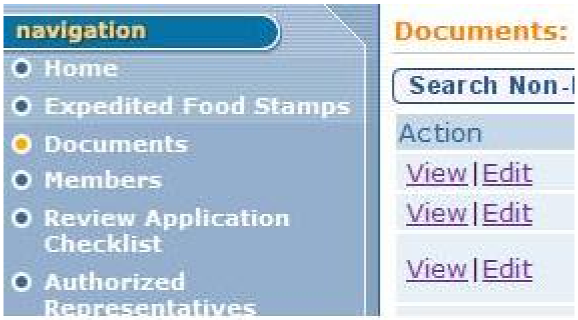
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Solicited Documents Received</th></tr>
<tr><td>4.</td><td>Click Solicited Documents Requests from the left Navigation bar to display the documents requested in each notice; view the verifications solicited but not yet listed as received for the case.

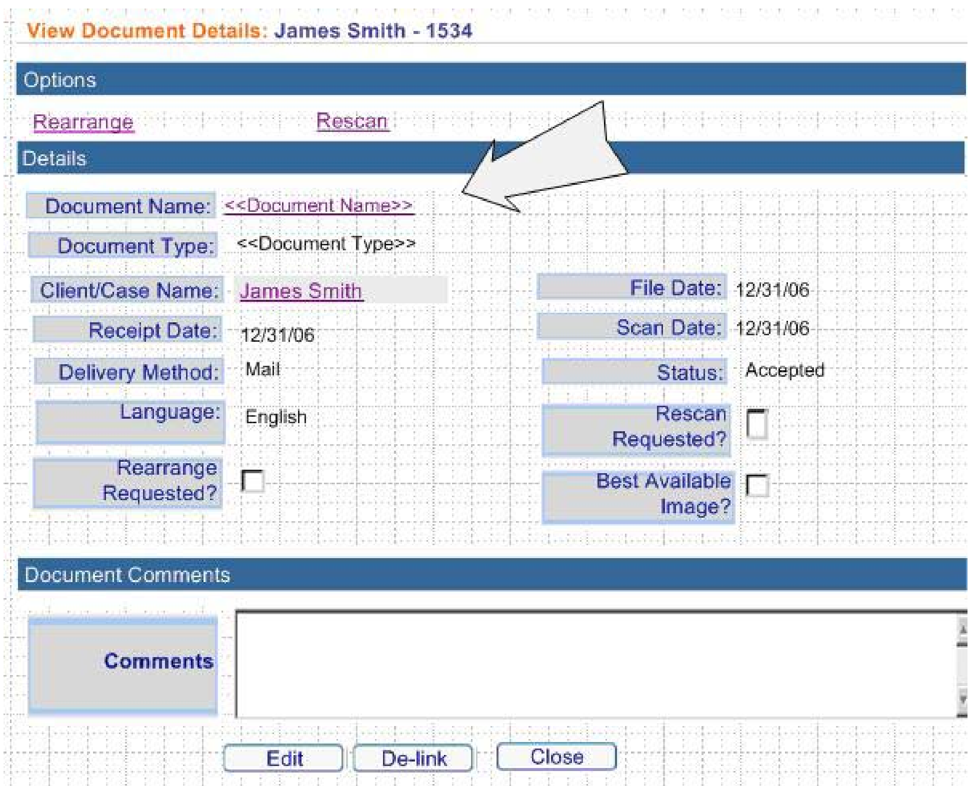

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Solicited Documents Received</th></tr>
<tr><td>5.</td><td>

✓ Go to Documents from left Navigation bar, and click *View*.

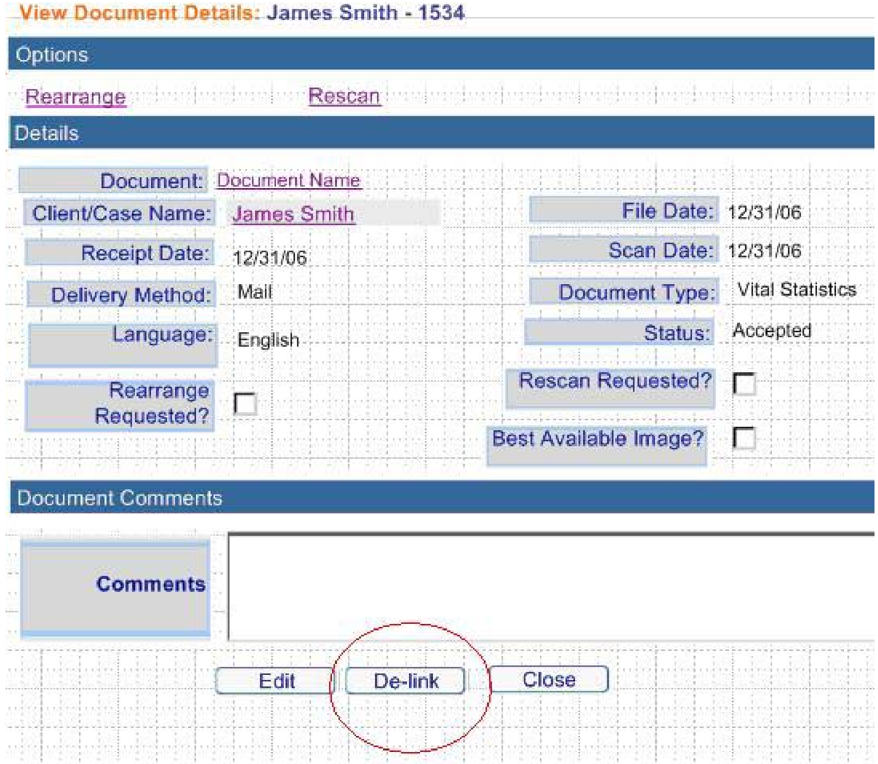


✓ Within the View Document Details screen, click the *Document Name* hyperlink to view the document itself.



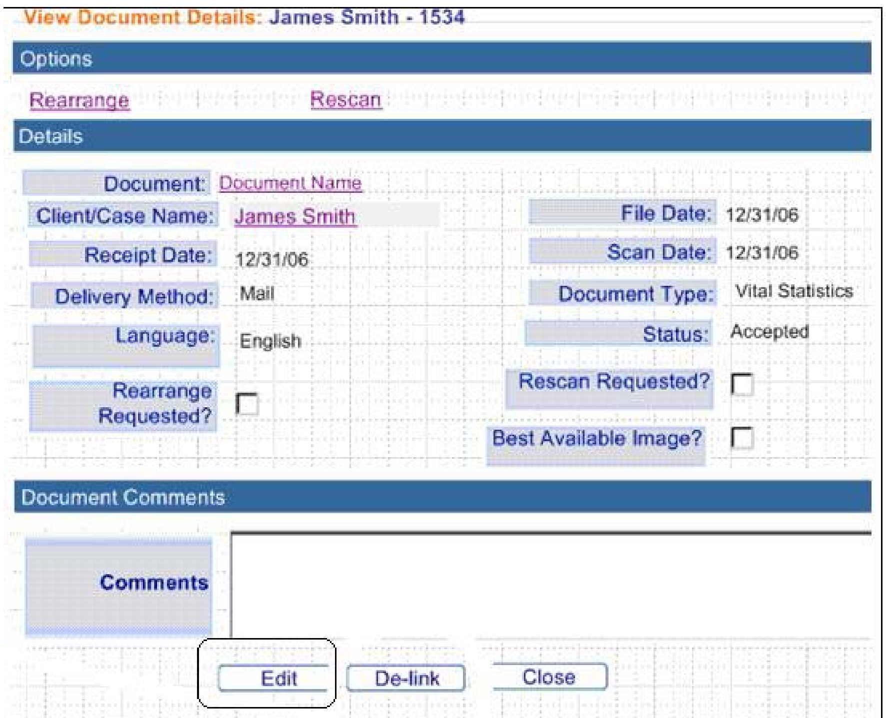
✓ Review each document received to confirm it is indexed to the correct application or case. If the document is correctly indexed, go to Step 7.

</td></tr>
<tr><td>6.</td><td>If a document is not indexed to the correct application or case, click De-link and Search Case or De-link and Search Person.</td></tr>
</table>

<table>
<tr><th>Step</th><th>Solicited Documents Received</th></tr>
<tr><td></td><td>
</td></tr>
<tr><td>7.</td><td>If you selected to De-Link and Search a Case then the Search Case page will display.
<GUI?>
If you selected to De-Link and Search a Person then the Search Person page will display.
<GUI?>
Use the same Search methods for searching a case or a person, depending on which option was selected, found in <Section 3.11.3.5> and <3.11.3.6.></td></tr>
<tr><td>8.</td><td>If the search finds a match to the individual or case related to the document, note the case number or person the document was related to, and select Link. Go to Step 9.

If no matches are found when searching a case and a person, then select Close. The Document Details page will display. Select De-Link and a task will automatically be created for WG 8 to process a Non-Indexed Document. Skip to Step 12.</td></tr>
<tr><td>9.</td><td>Go to the case to which the document was just linked in WFMS.</td></tr>
<tr><td>10.</td><td>From the Left Navigation on the Case Home Page, select Solicited Documents Requests and verify if there are any blank due date fields for solicited documents requested; determine if the document that was just linked to the case satisfies the solicited document request.

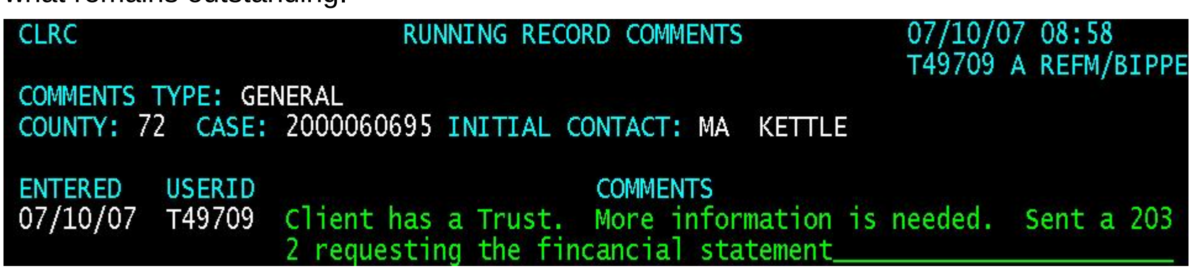
If the solicited documents that were requested were selected as “Other” on the Pending Verification form, then from the Left Navigation, select Correspondence and determine what</td></tr>
</table>

Step	Solicited Documents Received
	the "Other" was for.
11.	If the document that was just linked to the case meets the requirement for any of the documents that were solicited, then select Edit from the Action column next to the Correspondence listed. If the document that was just linked to the case does not meet the requirements of any of the documents that were solicited or no documents had been solicited, then go to Step 12.
12.	In the Received field, update the date that the document was received and select Save.
13.	Return to the case related to the original task that was received.
14.	✓ Review each document and compare with the Document Details. ✓ Check the document type, name and language to see that they are correct in the details screen. ✓ Click *Edit* to update these and any other editable document details if necessary.  The editable fields display as dropdown boxes such as the following, with options to select or modify after reviewing the document.

Step	Solicited Documents Received
	
	The File Date is entered at the Document Center and applies to applications; this field may be updated while processing an application only.  **Note:** However, if the file date for an application is determined to be incorrect after the AR has been completed in ICES, update the file date (AEFPY) in ICES.
15.	Review the document(s) received, and determine whether or not the submitted document satisfies the pending verification requested for a specific item (age, identity, etc.). ✓ If it is not acceptable verification, click *Documents* in the left Navigation bar. Select the document received with the task. In the Edit Document Details screen, modify the Status field of the Document from Received to Not Accepted, and enter a concise explanation of the reason for this action in the Comments field. ✓ If the document submitted is acceptable verification, click *Documents* in left Navigation bar. Select the document received with the task. In the Edit Document Details screen, modify the Status field of the Document from Received to Accepted. ✓ After entering the document status as accepted, go back to Solicited Documents Requests, click Edit for that document, and enter the received date in the Solicited Documents Details screen. Click *Save* and then click *Cancel* to return to the Solicited Documents Requests screen. Review for accuracy.
16.	✓ Update the information in ICES on the appropriate screens. ✓ Run AEABC.

<table>
<tr><th>Step</th><th>Solicited Documents Received</th></tr>
<tr><td>17.</td><td>Click the Data Collection Checklist from the left Navigation bar, complete any outstanding items on the checklist, and mark those items in the checklist that are finished as a result of processing the Solicited Document Received task.

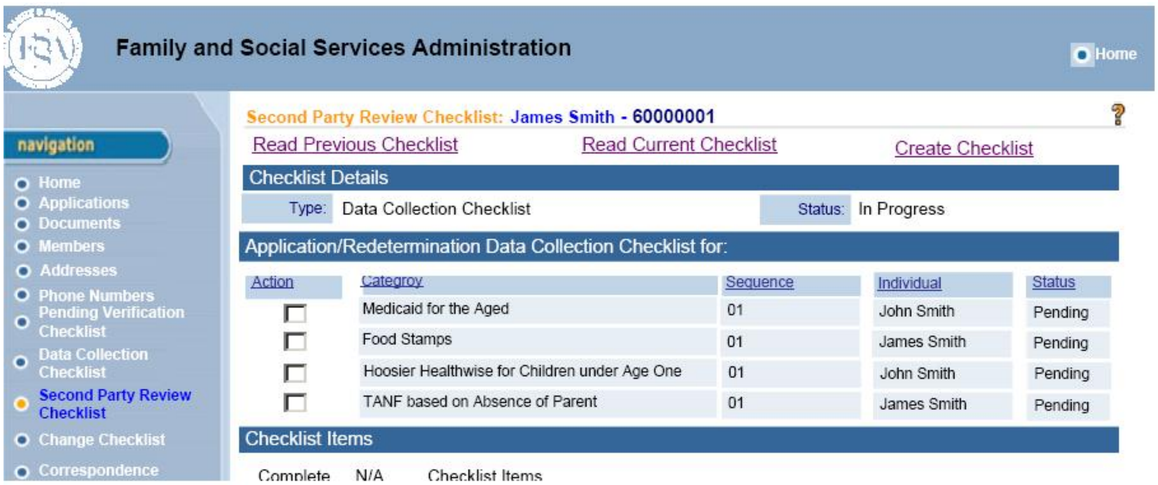
</td></tr>
<tr><td>18.</td><td>✓ If there are incomplete items that can be completed later that day, park the case on your desktop and retrieve a new task.
✓ Park the task by navigating to the Task Home page and clicking the Park Task link. Enter any task comments as appropriate.


✓ Retrieving a new task for the same case is automatic when you park or close the current task on which you are working.</td></tr>
<tr><td>19.</td><td>Update running comments in ICES (CLRC) to describe the actions you have taken and what remains outstanding.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Solicited Documents Received</th></tr>
<tr><td>20.</td><td>

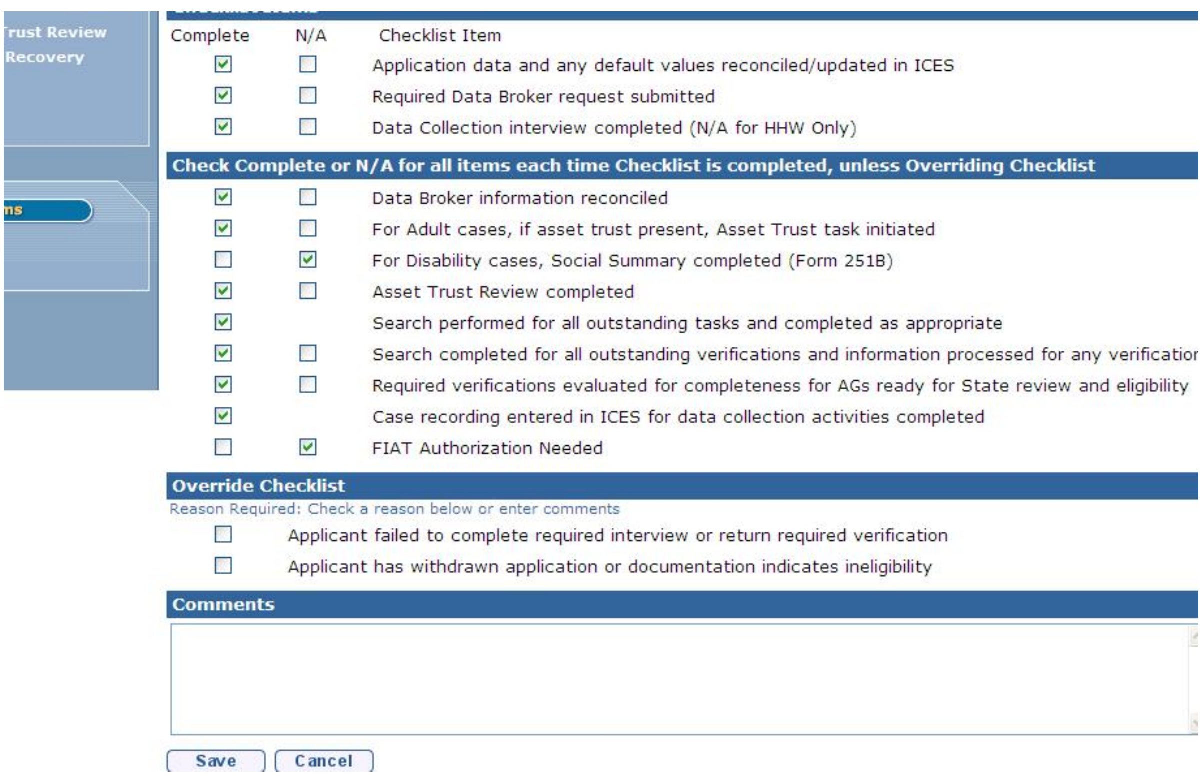
Note: The process cannot continue until the Data Collection checklist is complete, unless in limited circumstances you override the checklist. Those circumstances include a Client request to withdraw from a program(s), or evidence in a solicited document that would clearly result in a denial by the SEC, or applicant failed to return required verification(s) by the final due date.

For Adult-Related Medicaid applications and re-determinations, the completion of the checklist generates a task for a Second Party Review (WG11).



</td></tr>
<tr><td>21.</td><td>

When the Data Collection Checklist is completed for an Assistance Group, this creates a new State Review and Eligibility Determination task and sends it to the SEC queue.



</td></tr>
</table>

Step	Solicited Documents Received
22.	If necessary, (such as when verifications received are insufficient or raise additional questions), attempt to contact the applicant by telephone to clarify issues or Send a Notice for additional verification. (Refer to Section 3.11.3, Sending Notices WI for Create Correspondence<insert hyperlink>)

3.11.5.3.1 Solicited Documents Not Received by Due Date

When all requested documents are not received together, the system creates a Documents Ready for Review task five (5) days after the earliest document is received. When all but one solicited document for a case has been received, the next document received for that case is indexed, immediately creating a task for the appropriate workgroup to process.

The system tracks the file date and the pending Assistance Groups and creates a Threshold Approaching-Checklist Incomplete task, five (5) business days before the last day for disposing the application. All pending applications and re-determinations must be sent to the SEC at least three (3) days before the last day for disposing of the application within the standard time limits.

Pending changes must also be sent to the SEC based on specific time frames. The WFMS tracks that date and creates a Solicited Documents Requested Not Received by Due Date task, one (1) day after the due date.

Step	Solicited Documents Not Received by Due Date
1.	Follow Steps 1 – 12 from section 3.11.5.3, Solicited Document Received<insert hyperlink>. From the left Navigation bar, click *Solicited Documents Requests* to view documents that are still outstanding. 
2.	If there are no AG(s) ready for eligibility determination, close the task.
3.	**Note:** The process cannot continue until the Data Collection Checklist is complete unless, in limited circumstances, you override the checklist. Those circumstances include a Client request to withdraw from a program(s), or evidence in a solicited document that would clearly result in a denial by the SEC, or the applicant failed to return required verification(s) by the final due date. For Adult-Related Medicaid applications and re-determinations, the completion of the checklist generates a task for a Second Party Review (WG11).

<table>
<tr><th>Step</th><th>Solicited Documents Not Received by Due Date</th></tr>
<tr><td>4.</td><td>View the task and click the Task ID from the User Home page. This displays the Task Home page.

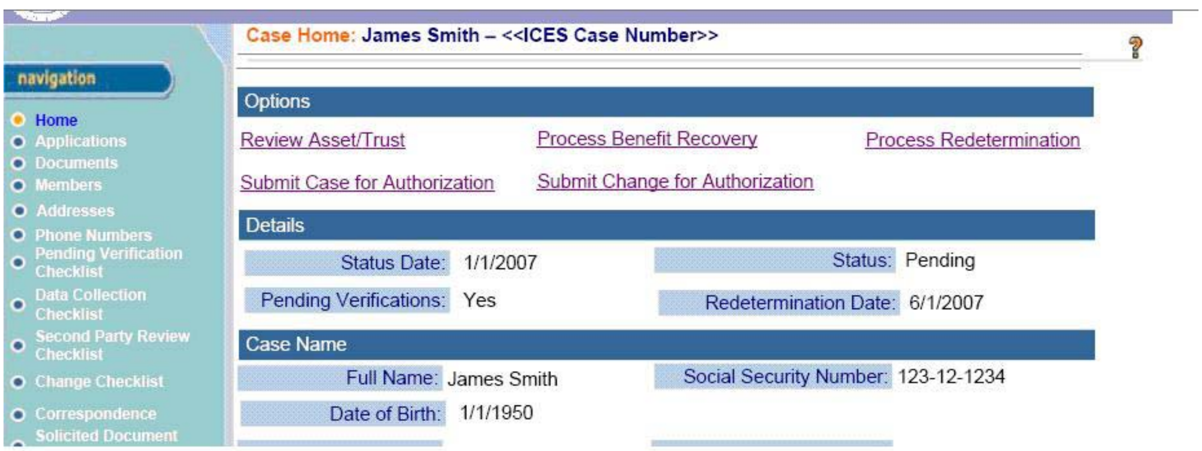
</td></tr>
<tr><td>5.</td><td>View the Primary Action and Task Instructions from the Task Home page.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Solicited Documents Not Received by Due Date</th></tr>
<tr><td>6.</td><td>

Click the *Case Home* page link shown on the Task Home page.

The system navigates to the Case Home page.



</td></tr>
<tr><td>7.</td><td>

Click the *Solicited Documents Requests* from the left Navigation bar to review any documents that were received, when they were received, and what documents/verifications are still needed.

</td></tr>
</table>

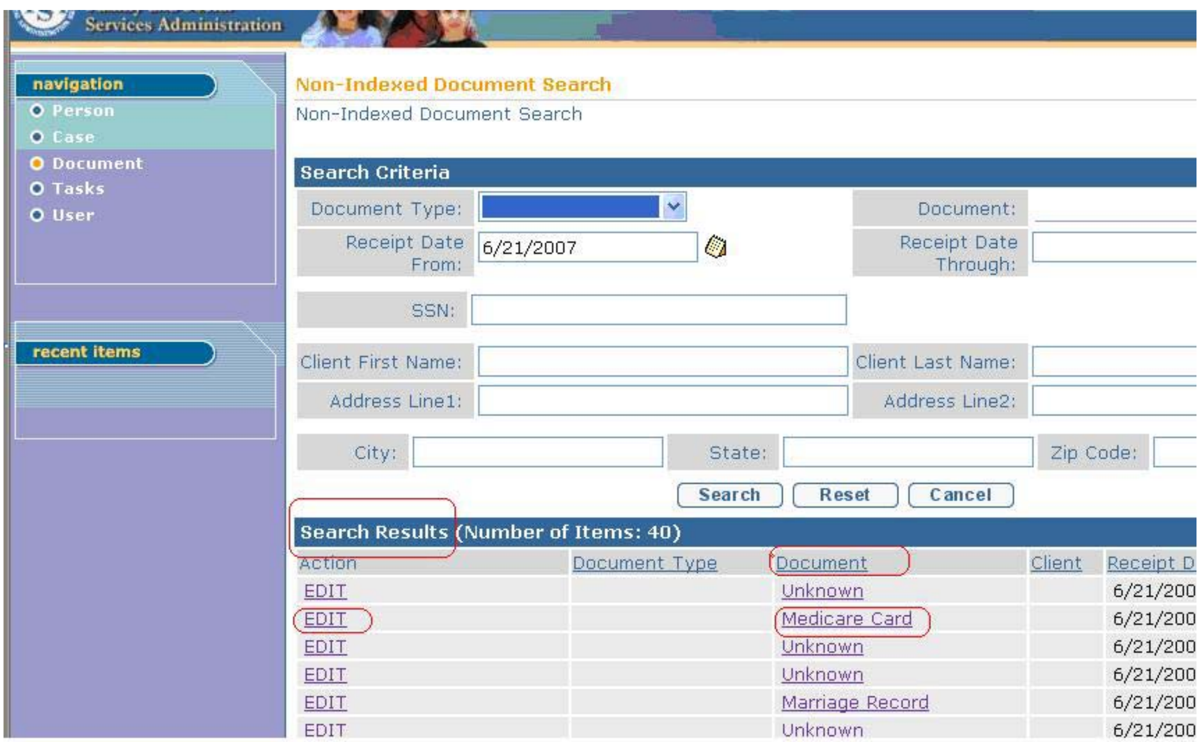
<table>
<tr><th>Step</th><th>Solicited Documents Not Received by Due Date</th></tr>
<tr><td>8.</td><td>

Click *Documents* in the left Navigation bar and then Search Non-Indexed Documents to search for the document, which may have been submitted without a bar-coded cover sheet and could not be indexed to the case.

- Search using Client Social Security Number, name and address or name only, without selecting document type so that the search is performed for all documents. If the search result is too large, narrow the search criteria by entering the specific document type.
- Also, consider searching common names by using alternate name spellings. For example, if Client name is Michael Smith, also search using Mike Smith or M Smith.

</td></tr>
<tr><td>9.</td><td>

The system displays the search results. If any documents are found, click the *Document Name* hyperlink in the Document column of the Search Results. View the document image itself by clicking the *Document Name* link. View the document image alongside the View Non-Indexed Document Details.



</td></tr>
</table>

<table>
<tr><th>Step</th><th>Solicited Documents Not Received by Due Date</th></tr>
<tr><td>10.</td><td>

✓ Review the identifying information on the document, and determine if it should be linked to the case being worked.

✓ If so, click the *Link* button.

✓ The system adds the document to the documents list for the case and navigates back to the Documents page.

✓ Process the document.

✓ Repeat the process if additional solicited documents are outstanding, and the search results show more than one document.

</td></tr>
<tr><td>11.</td><td>

✓ If the Search results do not show any document(s) that should be indexed to the case, from the left Navigation bar, click the *Data Collection Checklist*.

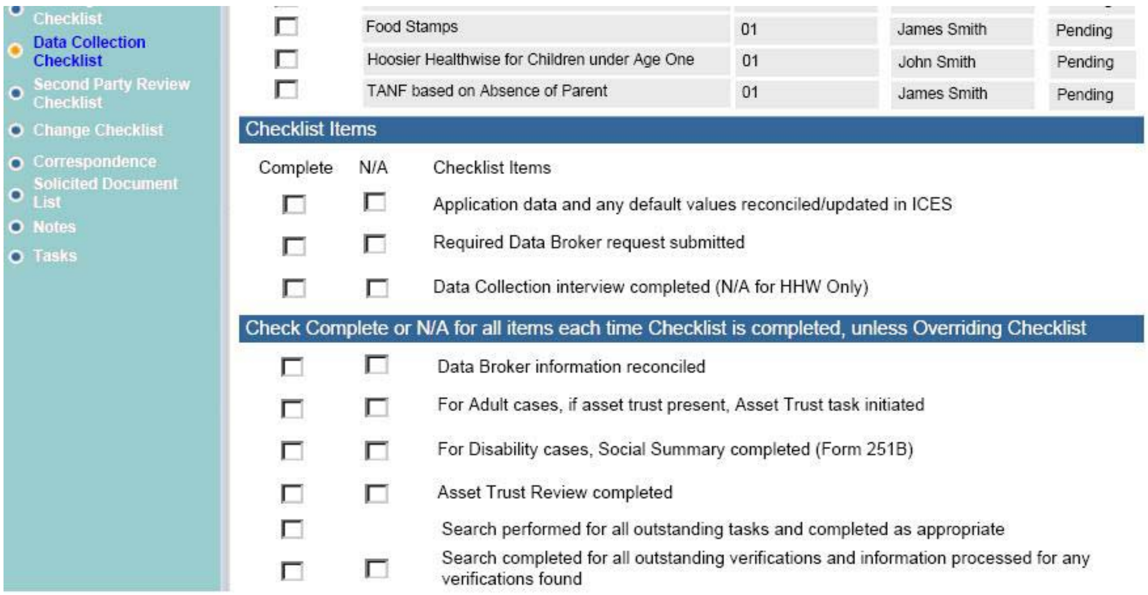
✓ Complete any outstanding items on the checklist and mark those items in the checklist that are finished as a result of the Threshold Approaching –Checklist Incomplete task.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Solicited Documents Not Received by Due Date</th></tr>
<tr><td>12.</td><td>

✓ In the Data Collection Checklist, check the box under *Complete* for the “Search completed for all outstanding verifications and information processed for any verifications found.”

✓ Also check the Override option “Failure to return required verification”, which generates the State Review and Eligibility Determination task and sends it to the SEC queue.



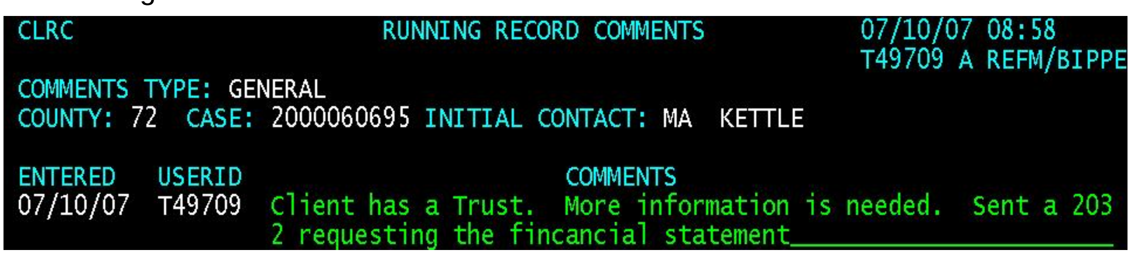
</td></tr>
<tr><td>13.</td><td>

Note: The process cannot continue until the Data Collection Checklist is certified; in limited circumstances, you can override the checklist. Those circumstances include failure to return required verification by the due date, evidence in a solicited document that would clearly result in a denial by the SEC, or a Client requests to withdraw from a program.

For adult-related Medicaid applications and re-determinations, the completion of the checklist generates a task for a Second Party Review (WG11).

</td></tr>
<tr><td>14.</td><td>

Update ICES case notes (CLRC) to describe the actions you have taken and what remains outstanding.



</td></tr>
</table>

3.11.5.3.2 Solicited Document Received <u>After</u> Final Temporal Event and <u>Before</u> State Eligibility Decision

When the SEC reviews a task sent for State Review and Eligibility Determination and finds that documents were received after the task was generated, and before the final date for action by the SEC, the SEC processes those documents, making any necessary updates to WFMS and ICES.

3.11.5.3.3 Solicited Document Received <u>After</u> Final Temporal Event and <u>After</u> State Eligibility Decision

When documents are received after the application, re-determination or change has been sent to the SEC and after the SEC has completed the eligibility determination and denied /closed the application, re-determination or change and the effective date of a denial/discontinuance has passed, the following steps are followed.

Step	Solicited Document received after Final Temporal Event and after State Eligibility Decision
1.	View the task and click the task from the User Home page.
2.	View the Primary Action and Task Instructions.
3.	Click *Case Home* page link.
4.	From the Case Home page, click *Documents* from the left Navigation bar.
5.	View the document(s) that is indexed to the case.
6.	Verify the document is indexed to the correct case.
7.	Confirm that the document is a solicited document related to the State eligibility decision that was made and that the document is not a newly reported change submitted for processing.
8.	Confirm that the document(s) is received after the Due Date, after the SEC decision and after the effective date of the decision.
9.	Update running comments in ICES (CLRC) to describe your actions. No other action is needed.
10.	Navigate to Task Home and click *Close the Task*. This prompts the system to pull another task to complete.

3.11.5.3.4 Solicited Document Received After Final Temporal Event, After State Eligibility Decision, Before the Effective State of Denial/Discontinuance: Documents Related to an Application (Reinstatement)

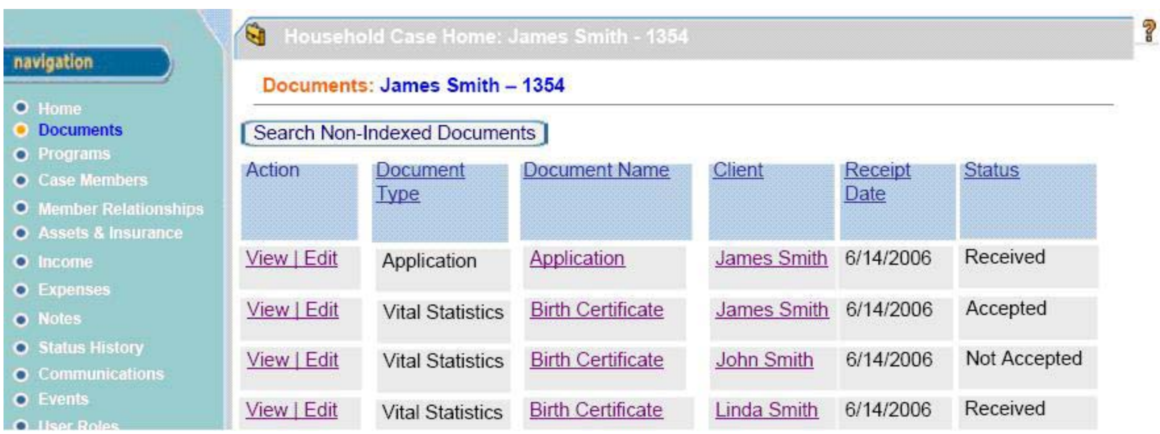
When the documents are received after the application, re-determination or change has been sent to the SEC and after the SEC has completed eligibility determination and denied/closed the application, re-determination or change and the effective date of the denial/discontinuance has not passed, the following actions are taken, depending on what type of process is taking place.

Step	Solicited Document Received After Final Temporal Event, After State Eligibility Decision, Before the Effective State of Denial/Discontinuance: Documents Related to an Application
1.	View the task and click the *Task ID* from the User Home page.
2.	View Primary Action and Task Instructions from the Task Home page.

<table>
<tr><th>Step</th><th>Solicited Document Received After Final Temporal Event, After State Eligibility Decision, Before the Effective State of Denial/Discontinuance:

Documents Related to an Application</th></tr>
<tr><td>3.</td><td>Click the Case Home page link on the Task Home screen under supporting information to take you to the Case Home page.

</td></tr>
<tr><td>4.</td><td>From the Case Home page, click Documents from the left Navigation bar.



</td></tr>
<tr><td>5.</td><td>Review each document received to confirm it is indexed to the correct application or case, and received after the SEC decision.</td></tr>
<tr><td>6.</td><td>Confirm whether document(s) received is the acceptable verification needed. Initiate action on verifications that were received for each AG in the case.</td></tr>
<tr><td>7.</td><td>Review the Solicited Document Requests to confirm what document(s) were requested.</td></tr>
<tr><td>8.</td><td>✓ If all document(s) are submitted to process AG(s), go into ICES (AEICP) and choose the applicable program(s).

✓ If all document(s) are not submitted, initiate action on those documents that were received, and update running comments in ICES on actions taken in the case. Include a statement that not all documents were received.</td></tr>
</table>

Step	Solicited Document Received After Final Temporal Event, After State Eligibility Decision, Before the Effective State of Denial/Discontinuance: Documents Related to an Application
9.	Enter the submitted information from the received documents and update the appropriate information in ICES. Run AEABC.
10.	Click *Data Collection Checklist* from the left Navigation bar and complete the checklist. This creates a State Review and Eligibility Determination task which is sent to the SEC queue. **Note:** There may be more than one (1) AG group in the case; only initiate action on requested verifications that were received per each AG in the case.
11.	Update ICES in running comments (CLRC) to describe the actions you have taken.
12.	Navigate to Task Home and click *Close the Task*. This prompts the system to pull another task to complete.

3.11.5.3.5 Solicited Document Received After Final Temporal Event, After State Eligibility Decision, Before the Effective Date of Denial/ Discontinuance: Documents Related to a Re-determination

Step	Solicited Document Received After Final Temporal Event, After State Eligibility Decision, Before the Effective Date of Denial/ Discontinuance: Documents Related to a Re-determination
1.	View the task and click the *Task ID* from the User Home page.
2.	View the Primary Action and Task Instructions from the Task Home page.
3.	Click the *Case Home* page link on the Task Home screen under supporting information to take you to Case Home page.
4.	From the Case Home page, click *Documents* from the left Navigation bar.
5.	Review each document received to confirm it is indexed to the correct application or case, and received after the SEC decision.
6.	Confirm whether document(s) received is the acceptable verification needed. Initiate action on verifications that were received for each AG in the case.
7.	Review the Solicited Document Requests to confirm what document(s) were requested.
8.	✓ If all document(s) that were submitted to process AG(s), go into ICES (AEICP) choose the applicable program(s). ✓ If all document(s) are not submitted, initiate action on those documents that were received and update running comments in ICES on actions taken in the case; include statement that not all documents were received.
9.	Enter the submitted information from the received document(s), and update the appropriate information in ICES. Run AEABC.

Step	Solicited Document Received After Final Temporal Event, After State Eligibility Decision, Before the Effective Date of Denial/ Discontinuance: Documents Related to a Re-determination
10.	Click *Data Collection Checklist* from the left Navigation bar and complete checklist, creating a State Review and Eligibility Determination task which is sent to the SEC queue. **Note:** There may be more than one (1) AG in the case; only initiate action on the requested verifications that were received per each AG in the case.
11.	Update ICES in running comments (CLRC), to describe the actions you have taken.
12.	Navigate to Task Home and click *Close the Task*. This prompts the system to pull another task to complete.

3.11.5.3.6 Solicited Document Received After Final Temporal Event, After State Eligibility Decision, Before the Effective Date of Denial/Discontinuance: Documents Relate to a Change

Step	Solicited Document Received After Final Temporal Event, After State Eligibility Decision, Before the Effective Date of Denial/Discontinuance: Documents Relate to a Change
1.	View the task and click the *Task ID* from the User Home page.
2.	View the Primary Action and Task Instructions from the Task Home page.
3.	Click the *Case Home* page link on Task Home under Supporting Information to go to the Case Home page.
4.	From the Case Home page, click *Documents* from the left Navigation bar.
5.	Review and confirm that all solicited document(s) are indexed to the correct case, and were received after the SEC decision.
6.	Confirm whether document(s) received is the acceptable verification needed. Initiate action on verifications that were received for each AG in the case.
7.	Review the Solicited Document Requests to confirm what document(s) were requested.
8.	✓ If all document(s) are submitted, go into ICES (AEICP) and choose applicable program(s), review the submitted information from received documents, and update the appropriate information in ICES. ✓ Run AEABC. ✓ If all document(s) are not submitted, initiate action on those documents that were received, and update running comments in ICES on actions taken in the case. Include a statement that not all documents were received.
9.	Enter the submitted information from the received document(s), and update the appropriate information in ICES. Run AEABC. **Note:** There may be more than (1) AG in the case; only initiate action on the requested verifications that were received per each AG in the case.

Step	Solicited Document Received After Final Temporal Event, After State Eligibility Decision, Before the Effective Date of Denial/Discontinuance: Documents Relate to a Change
10.	Click *Change Checklist* from the left Navigation bar and complete the checklist, creating a State Review and Eligibility Determination task in WFMS. This task is sent to the SEC queue.
11.	Update ICES in running comments (CLRC), to describe the actions you have taken and what remains outstanding.
12.	Navigate to the Task Home and click *Close the Task*. This prompts the system to pull another task to complete.

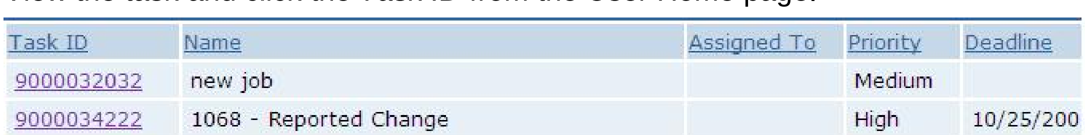
3.11.5.4 Client Statement in Lieu of Solicited Document

When a Client, authorized representative or third party calls to report difficulty in obtaining a solicited document in response to a pending verification notice:

- The Tier 2 Eligibility Specialist makes a determination whether to generate a manual task (Task Name: Client Cannot Get Documentation) to the appropriate workgroup to process the information provided during the call or,
- To initiate a three-way conference call with the Client and the verification source.

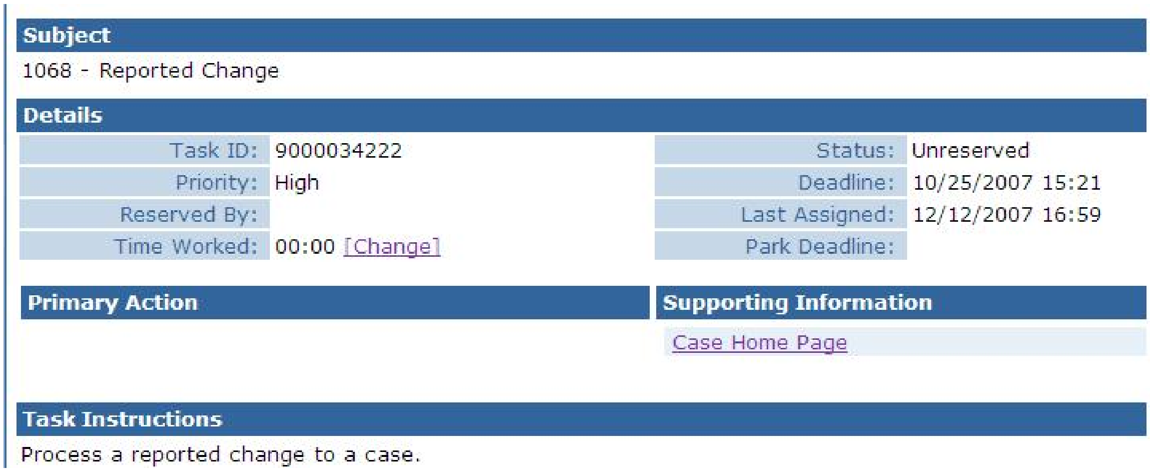
If the task is handled during the call, the instructions are included in the Call Scripts. (Refer to Section 2.13, Responding to Calls by Type, “What do I do if I can’t get the information you’ve asked me for?”) <insert hyperlink>

If the Client’s report is received in writing, a task is generated by the Document Center (if the document is indexed through a bar-code) or the Document Specialist (working the Non-Indexed Documents Queue) to process this document. The EA or ES takes the following steps.

Step	Client Statement in Lieu of Solicited Document- Received by a Task Generated by Tier 2 ES or Receipt of Client’s Written Statement Explaining Difficulty
1.	View the task and click the *Task ID* from the User Home page. 

Task ID	Name	Assigned To	Priority	Deadline
9000032032	new job		Medium	
9000034222	1068 - Reported Change		High	10/25/200

<table>
<tr><th>Step</th><th>Client Statement in Lieu of Solicited Document- Received by a Task Generated by Tier 2 ES or Receipt of Client’s Written Statement Explaining Difficulty</th></tr>
<tr><td>2.</td><td>
View the Primary Action and Task Instructions from the Task Home page.



If task was created by the Tier 2 ES at the Call Center:

✓ The task name is Client Cannot Get Documentation.

✓ Primary Action is: Assist Client in obtaining verification or accept Client's statement.

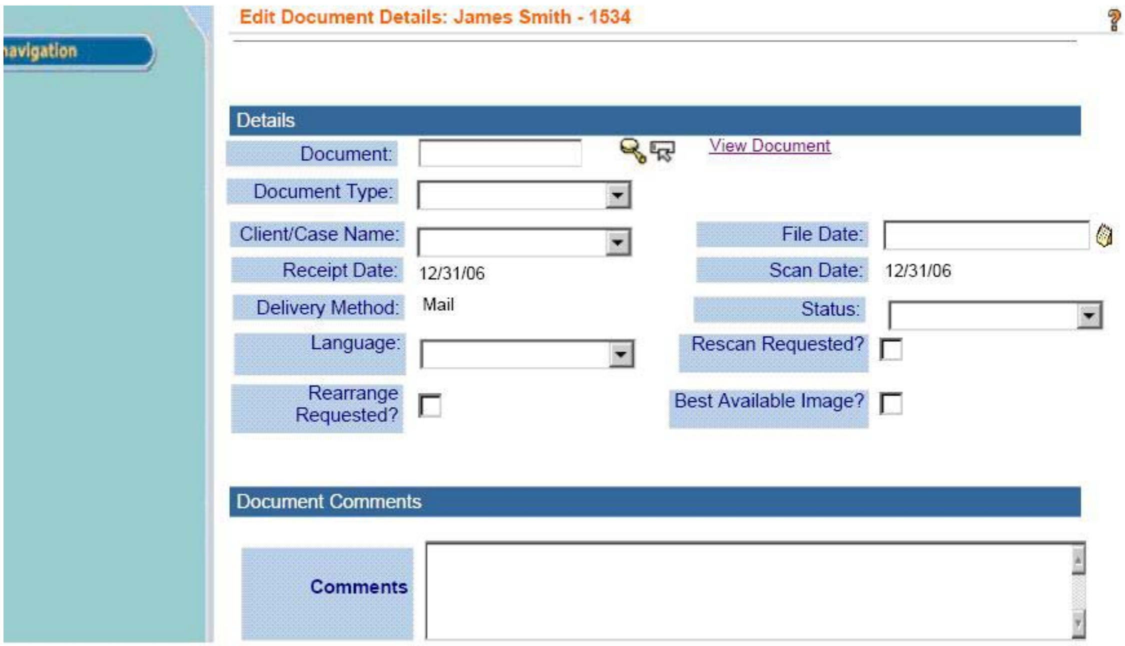
✓ Process appropriately.
</td></tr>
<tr><td>3.</td><td>
Click the *Case Home* page link under Supporting Information to display the Case Home page.

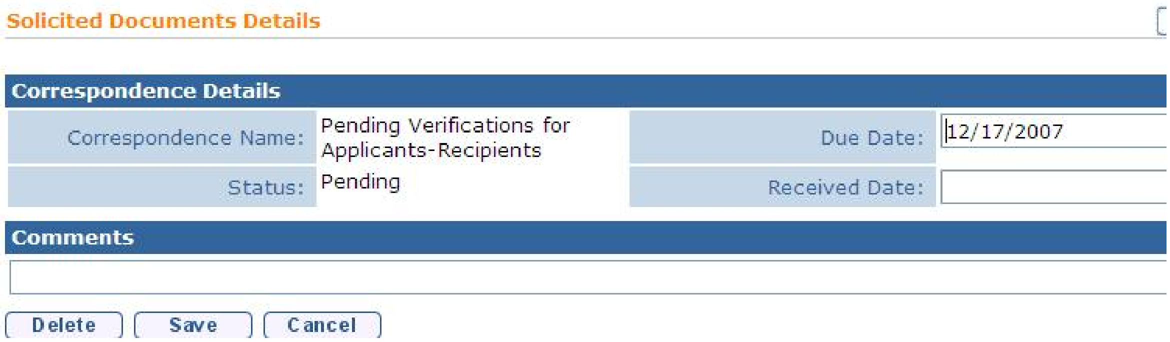
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Client Statement in Lieu of Solicited Document- Received by a Task Generated by Tier 2 ES or Receipt of Client’s Written Statement Explaining Difficulty</th></tr>
<tr><td>4.</td><td>From the left Navigation bar, click Solicited Documents Requests to view the verifications requested and received.


</td></tr>
<tr><td>5.</td><td>From the Case Home page, click Documents from the left Navigation bar.


</td></tr>
<tr><td>6.</td><td>View the document with the Client’s written statement or ICES Case Notes entered about the call handled by the Tier 2 ES.
Identify the Client’s reason for being unable to obtain the requested verification.</td></tr>
<tr><td>7.</td><td>Evaluate whether or not any other viable source can provide the needed verification. If so, attempt collateral contact, if allowed by policy.</td></tr>
</table>

Step	Client Statement in Lieu of Solicited Document- Received by a Task Generated by Tier 2 ES or Receipt of Client’s Written Statement Explaining Difficulty
8.	Assess whether the Client statement is acceptable verification under the circumstances provided by the Client and consistent with policy. Refer to State Policy Manual for Application Processing<insert hyperlink>) • If the Client statement is not acceptable, notify the Client by mail. (Refer to Section 3.11.4, Sending Notices<insert hyperlink>) • If the Client’s statement is written and is not acceptable, update the status of the document to Not Accepted and enter a reason in the Comments field. 

Step	Client Statement in Lieu of Solicited Document- Received by a Task Generated by Tier 2 ES or Receipt of Client’s Written Statement Explaining Difficulty
9.	✓ If the Client's statement is acceptable, click *Solicited Documents Requests* from the left Navigation bar. ✓ Update the item by clicking *Edit* and entering the received date. This is the date the statement was received through the Call Center or the Client’s written statement was received. ✓ In the Comments box, enter that the solicited document request was satisfied by the Client's Statement.  ✓ If the Client’s statement is acceptable and was received in a written document, navigate to the Documents List, pull up the document, and update the status to Accepted. ✓ Check the *Solicited Documents Requests* page to be sure this updates the Received Date. 

Step	Client Statement in Lieu of Solicited Document- Received by a Task Generated by Tier 2 ES or Receipt of Client's Written Statement Explaining Difficulty
10.	✓ If Client's statement is acceptable, enter the information in ICES, and complete processing as appropriate. ✓ If the Client's statement is not acceptable, document the reason and actions taken in running comments in ICES (CLRC) and that a notice was sent to the Client.  CLRC RUNNING RECORD COMMENTS 07/10/07 08:58 T49709 A REFM/BIPPE COMMENTS TYPE: GENERAL COUNTY: 72 CASE: 2000060695 INITIAL CONTACT: MA KETTLE ENTERED USERID COMMENTS 07/10/07 T49709 Client has a Trust. More information is needed. Sent a 203 2 requesting the fincancial statement
11.	Navigate to the Task Home and click *Close the Task*. This prompts the system to present the next task.
12.	✓ If the Client's statement satisfies the last verification needed, mark the Data Collection Checklist as completed. The system then sends a State Review and Eligibility Determination task to the SEC queue. ✓ If the Client's statement is not the last verification needed, navigate to the Task Home and click *Close the Task*.

3.11.5.5 Unsolicited Documents Received

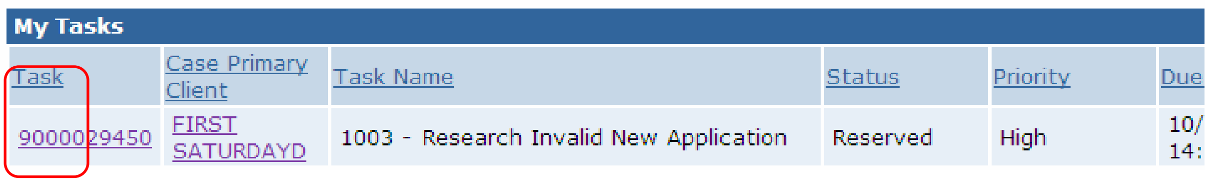
An unsolicited document is a document submitted by the Client, authorized representative or third party that has not been requested by the EA, ES or ESA. Typically, such a document is a report of a change. It could also be a document that the applicant/recipient believes is needed related to the case, even though it has not been requested. For Medicaid-Spend Down recipients, an unsolicited document could be a copy of non-claim medical expenses, sent with or without the General Cover Sheet identifying them as such.

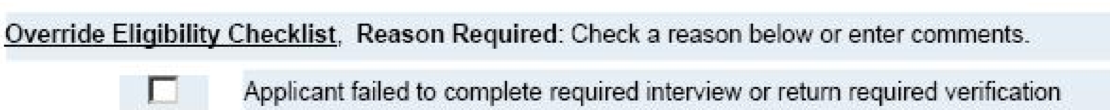
An unsolicited document results in a change task and is processed by WG 3. A task generated by an unsolicited document does not wait five (5) days after receipt to be processed. Instead, the task is generated to WG3 immediately upon receipt, indexing and identification as an unsolicited document.

Step	Process Unsolicited Documents
1.	Follow Steps 1–9 from Section 3.11.5.3, Solicited Documents Received<insert hyperlink>, except that in Step 9, you determine the document has not been solicited or there are no outstanding solicited document requests. If the document is accompanied by a cover sheet, review any information it contains. Mark the unsolicited document status as "Accepted."
2.	As necessary, review the case in ICES to determine the reason the document was submitted. If the document is non-claim medical expenses for a Medicaid-Spend Down recipient, refer to Section 3.6, Maintaining a Case, Processing Non- Claim Medical Expenses for Spend-down<insert hyperlink> for instructions.

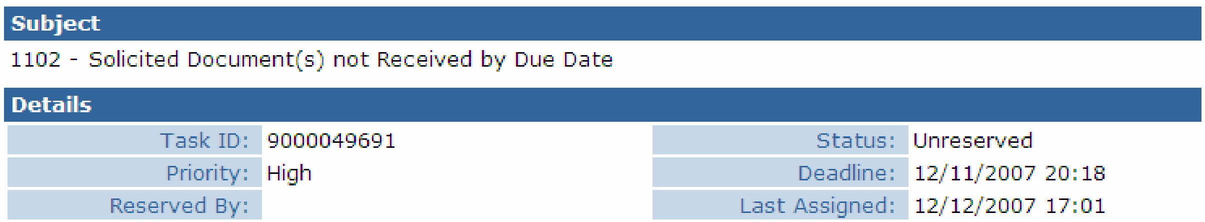
Step	Process Unsolicited Documents
3.	Update running comments in ICES (CLRC) on actions taken and continue processing case if possible. • If processing the case cannot continue due to needing additional verification, send a pending verification notice to the Client. (Refer to Section 3.11.4, Sending Notices, Create Correspondence<insert hyperlink>) Close the task. • If the case can be processed, complete the Data Collection Checklist. This creates a new State Review and Eligibility Determination task and sends it to the SEC queue.
4.	When the task is closed, a new task is presented to be processed.

3.11.5.6 Solicited Document(s) Not Received for New Application – Medicaid Categories: MA C, MA U, MA T, MA O, Aged, Disabled, Blind, QMB, SLMB

Step	Solicited Document(s) Not Received for New Application – Medicaid Categories: MA C, MA U, MA T, MA O, Aged, Disabled, Blind, QMB, SLMB
1.	From the User Home page, under the My Tasks cluster, view the Task Subject and click the *Task ID*.  The WFMS displays the Task Home.
2.	View the Primary Action and Task Instructions. **Task Instructions**: Enter delay code in ICES on AEFPY and document on CLRC.
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Case Home page.
4.	Click *Documents* from the left Navigation bar.  The WFMS displays the Documents page.
5.	Review the Documents Solicited to determine what item(s) is still missing.
6.	Invoke Search WI to search for solicited documents in repository of non-indexed documents. (Refer to Section 3.11.3, Search WI<insert hyperlink>)
7.	• Evaluate the documents in the Search Results to determine if the applicant submitted the information, but the information has not been indexed to the case. • If the document is found or if the Medicaid Category is MA D, refer to Section 3.11.7.7, Thornton-Related Solicited Documents<insert hyperlink>. • If the document is not found, go to Step 8.

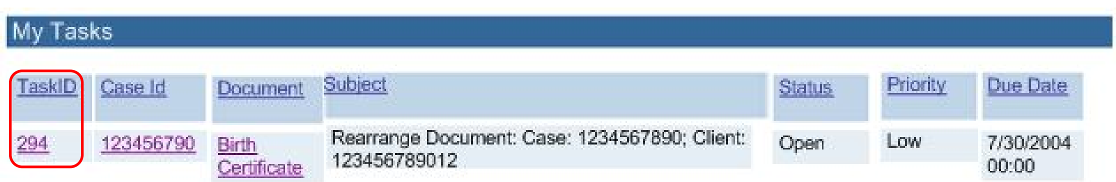
Step	Solicited Document(s) Not Received for New Application – Medicaid Categories: MA C, MA U, MA T, MA O, Aged, Disabled, Blind, QMB, SLMB
8.	Navigate to ICES. Enter TRAN: AEFPY; PARMS: ICES Case Number. 
9.	Enter the appropriate delay code according to policy. A listing of delay codes can be accessed by entering TRAN: RFDI; PARMS: TADC.
10.	Run AEABC in ICES, reviewing all Assistance Group, Non-Financial, Resource and Financial Summary Screens for accuracy.
11.	Determine what action (if any) needs to be taken on the application. • If the application needs to be denied, continue with Step 12. • If the application is still pending verification in accordance with policy, skip to Step 16.
12.	Enter TRAN: CLRC; PARMS; ICES Case Number.  Enter case notes in ICES regarding the solicited document(s) not received and any action taken.
13.	Click *Data Collection Checklist* from the left Navigation bar.  The WFMS displays the Data Collection Checklist page.
14.	If the solicited documents have not been received and the application is to be denied according to policy, check the following box:  Enter comments in the comments box. 
15.	Click *Save*. The WFMS displays the Case Home page.

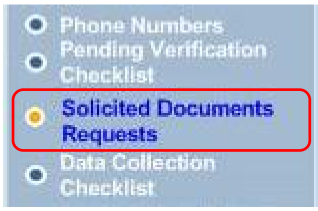
<table>
<tr><th>Step</th><th>Solicited Document(s) Not Received for New Application – Medicaid Categories: MA C, MA U, MA T, MA O, Aged, Disabled, Blind, QMB, SLMB</th></tr>
<tr><td>16.</td><td>Click Tasks from the left Navigation bar.

The WFMS displays the Tasks page.</td></tr>
<tr><td>17.</td><td>Click Task ID for the Solicited Document(s) Not Received for New Application – Medicaid Categories: MA C, MA U, MA T, MA O, Aged, Disabled, Blind, QMB, SLMB with an Open status.

The WFMS displays the Task Home.</td></tr>
<tr><td>18.</td><td>Under the Options cluster, click Close the Task.
</td></tr>
</table>

3.11.5.7 Thornton-Related Solicited Documents

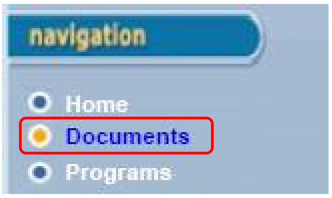
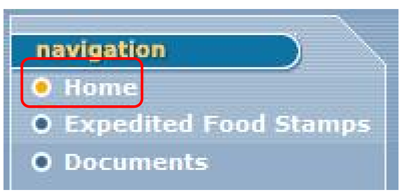
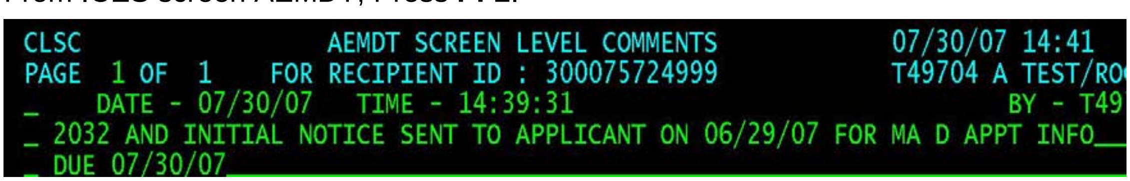
3.11.5.7.1 Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – First Notice

<table>
<tr><th>Step</th><th>Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – First Notice</th></tr>
<tr><td>1.</td><td>From the User Home page, under the My Tasks cluster, view the Task Subject and click the Task ID.

The WFMS displays the Task Home.</td></tr>
</table>

Step	Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – First Notice
2.	View the Primary Action and Task Instructions. Task Instructions:
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Case Home page.
4.	Click *Documents Solicited f*rom the left Navigation bar.  The WFMS displays the Documents Solicited page.
5.	Evaluate the documents in the Documents Solicited list to determine the information solicited, due date and the applicant/Client for which the information has been solicited. 
6.	Navigate to ICES. Enter TRAN: AEMDT; PARMS: ICES Case Number. `NEXT TRAN: AEMDT___ PARMS: 3000337737_` ICES displays screen AEMDT.

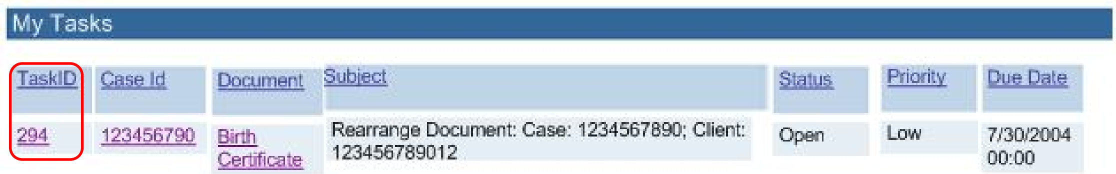
7.	From ICES screen AEMDT, Press **PF2**.
	`CLSC AEMDT SCREEN LEVEL COMMENTS 07/30/07 14:41`
	`PAGE 1 OF 1 FOR RECIPIENT ID : 300075724999 T49704 A TEST/RO`
	`_ DATE - 07/30/07 TIME - 14:39:31 BY - T49`
	`_ 2032 AND INITIAL NOTICE SENT TO APPLICANT ON 06/29/07 FOR MA D APPT INFO_`
	`_ DUE 07/30/07_`
	ICES displays CLSC – AEMDT Screen Level Comments.

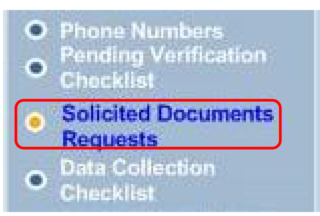
8.	Review case notes related to MA D/MADW case processing.

Step	Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – First Notice
9.	Click *Documents* from the left Navigation bar.  The WFMS displays the Documents List page.
10.	Invoke Search to search for solicited documents (FI 2320 – MEDICAID DISABILITY INITIAL NOTICE TO APPLICANT) in repository of non-indexed docs. (Refer to Section 3.11.3, Search WI<insert hyperlink>)
11.	Evaluate the documents in the Search Results to determine if the applicant submitted the initial exam information, but the information has not been indexed to the case. • If the document(s) is found, index it to the case and refer to Step 4 of Section 3.11.7.7.4, Thornton Applicant/Client Documents Received<insert hyperlink>. • If the document is not found, go to Step 12.
12.	Click *Cancel*. The WFMS displays the Documents List page.
13.	Click *Home* from the left Navigation bar.  The WFMS displays the Case Home page.
14.	Attempt to contact the applicant via telephone (following business rules) to gather the required initial exam information. • If the applicant indicates he/she has scheduled the required appointment, gather the initial exam information via telephone and refer to Step 4 of Section 1.1.1.6.4: Thornton Applicant/Client Documents Received <insert hyperlink>. • If the applicant indicates he/she has not scheduled the required appointment or both attempts to contact Client are not successful, go to Step 15.
15.	Invoke Send Notice to send FI 2321 – MEDICAID DISABILITY FOLLOW-UP ACTION NOTICE to applicant with Box #1 checked (10 day deadline). (Refer to Section 3.11.3, Search WI<insert hyperlink>)
16.	From ICES screen AEMDT, Press **PF2**.  ICES displays CLSC – AEMDT Screen Level Comments.

Step	Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – First Notice
17.	Enter case notes detailing the outcome of telephone contact (all attempts made, phone number(s) attempted, etc.), information obtained, and correspondence sent. (Refer to Section 4.4 Documentation Guidelines<insert hyperlink>)
18.	Click *Medicaid Disability (Thornton) Checklist f* from the left Navigation bar. INSERT SCREEN SHOT. The WFMS displays the Medicaid Disability (Thornton) Checklist.
19.	Under the Exam Required cluster, mark the box next to Applicant did not respond to 2032/2320. 2321 sent to applicant and any representative with 10-day deadline and attempted phone contact with applicant and representative. 
20.	Click *Save*. The WFMS saves the checklist and displays the Case Home page.
21.	Click *Tasks* from the left Navigation bar.  The WFMS displays the Tasks page.
22.	Click *Task ID* for the Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – First Notice with an Open status. INSERT SCREEN SHOT WITH SPECIFIC TASK NAME. The WFMS displays the Task Home.
23.	Under the Options cluster, click *Close the Task*. 

3.11.5.7.2 Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice

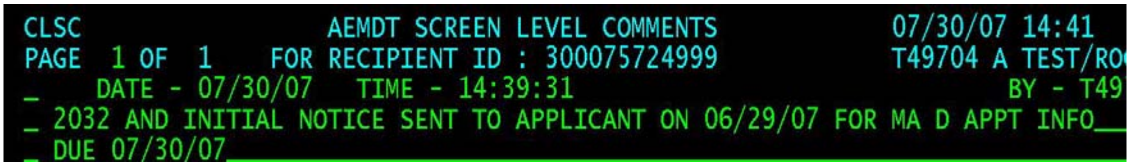
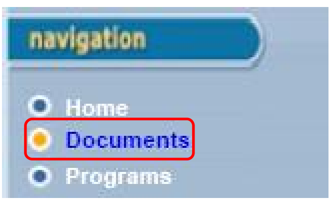
<table>
<tr><th>Step</th><th>Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice</th></tr>
<tr><td>1.</td><td>From the User Home page, under the My Tasks cluster, view the Task Subject and click the Task ID.


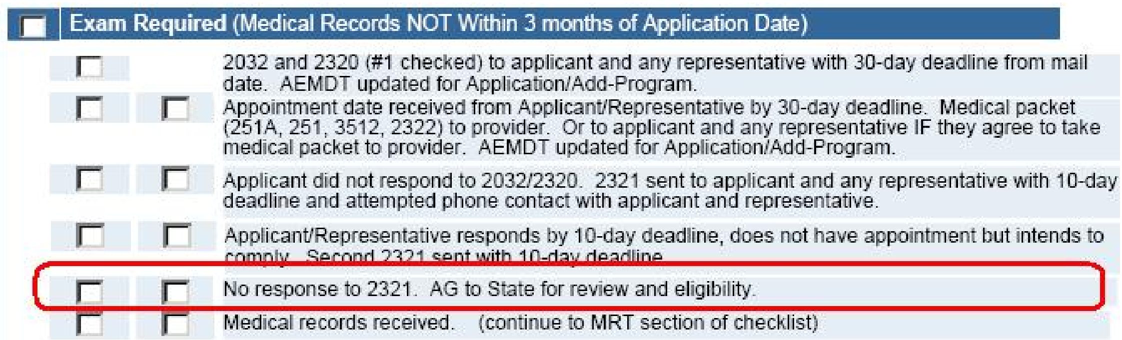
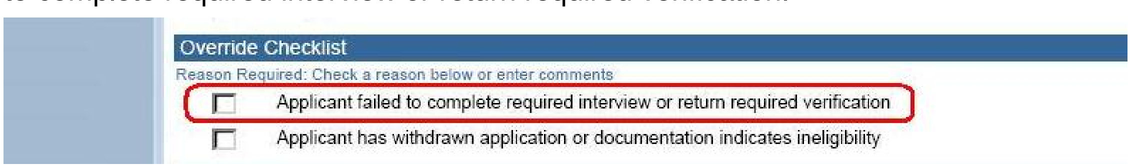
The WFMS displays the Task Home.</td></tr>
<tr><td>2.</td><td>View the Primary Action and Task Instructions.
Task Instructions:</td></tr>
<tr><td>3.</td><td>Under the Supporting Information cluster, click Case Home page.
The WFMS displays the Case Home page.</td></tr>
<tr><td>4.</td><td>Click Documents Solicited from the left Navigation bar.


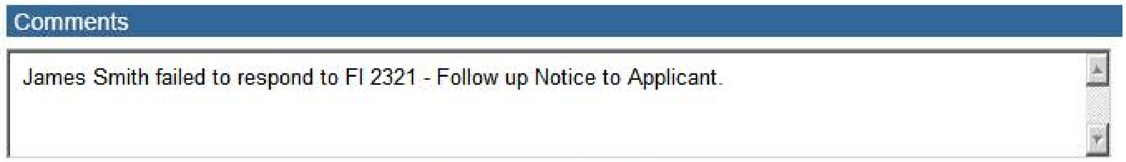
The WFMS displays the Documents Solicited page.</td></tr>
<tr><td>5.</td><td>Evaluate the documents in the Documents Solicited list to determine the information solicited, due date and the applicant/Client for which the information has been solicited.

</td></tr>
<tr><td>6.</td><td>Navigate to ICES. Enter TRAN: AEMDT; PARMS: ICES Case Number.

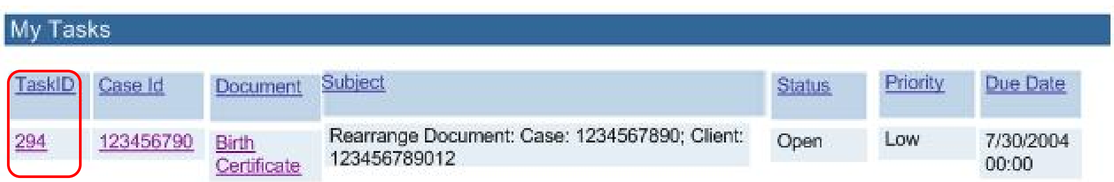

ICES displays screen AEMDT.</td></tr>
</table>

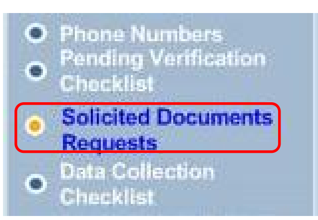
Step	Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice
7.	From ICES screen AEMDT, Press **PF2**.  ICES displays CLSC – AEMDT Screen Level Comments.
8.	Review case notes related to the MA D/MADW processing to determine if the applicant/Client has responded indicating he/she intends to make an appointment. • If the applicant/Client has not responded, go to Step 9. • If the applicant/Client has responded indicating he/she intends to make an appointment, Invoke Send Notice to send 2nd follow-up action notice to applicant (10 day deadline). (Refer to Section 3.11.4, Sending Notices<insert hyperlink>)
9.	Click *Documents* from the left Navigation bar.  The WFMS displays the Documents List page.
10.	Invoke Search to search for solicited docs (FI 2321 – MEDICAID DISABILITY FOLLOW-UP NOTICE TO APPLICANT) in repository of non-indexed docs. (Refer to Section 3.11.3, Search WI<insert hyperlink>)
11.	Evaluate the documents in the Search Results to determine if the applicant submitted the initial exam information, but the information has not been indexed to the application. • If the document is found, index it to the case and Refer to Step 4 of Section 3.11.7.7.4, Thornton Applicant/Client Documents Received<insert hyperlink>. • If the document is not found, go to Step 12.
12.	From ICES screen AEMDT, Press **PF2**.  ICES displays CLSC – AEMDT Screen Level Comments.
13.	Enter case notes regarding the MA D/MADW application processing and any actions taken. (Refer to Section 4.4, Documentation Guidelines<insert hyperlink>)
14.	Click *Medicaid Disability (Thornton) Checklist* from the left Navigation bar. INSERT SCREEN SHOT. The WFMS displays the Medicaid Disability (Thornton) Checklist.

Step	Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice
15.	Under the Exam Required cluster, mark the box next to No response to 2321. AG to State for review and eligibility. 
16.	Click *Save*. The WFMS saves the checklist and displays the Medicaid Disability (Thornton) Checklist.
17.	Click *Data Collection Checklist* from the left Navigation bar. INSERT SCREEN SHOT. The WFMS displays the Data Collection Checklist.
18.	Under the Application/Re-determination Data Collection Checklist for: cluster, select the appropriate Assistance Group.  Under the Override Data Collection Checklist cluster, mark the box next to Applicant failed to complete required interview or return required verification.  Enter comments describing the reason for overriding the checklist in relation to MA D/MADW application processing.

Step	Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice
	
19.	Click *Save*. The WFMS saves the checklist and generates a State Review and Eligibility Determination task to the appropriate State worker.
20.	Click *Tasks* from the left Navigation bar.  The WFMS displays the Tasks page.
21.	Click *Task ID* for the Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice with an Open status. INSERT SCREEN SHOT WITH SPECIFIC TASK NAME. The WFMS displays the Task Home.
22.	Under the Options cluster, click *Close the Task*. 

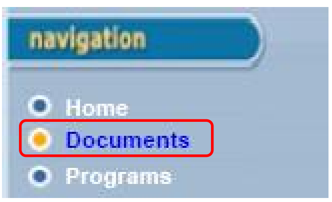
3.11.5.7.3Thornton Applicant/Client Documents Not Received – Review for Multiple Providers

Step	Thornton Applicant/Client Documents Not Received – Review for Multiple Providers
1.	From the User Home page, under the My Tasks cluster, view the Task Subject and click the *Task ID*.  The WFMS displays the Task Home.

Step	Thornton Applicant/Client Documents Not Received – Review for Multiple Providers
2.	View the Primary Action and Task Instructions. **Task Instructions**: Review to determine if multiple providers are involved. If yes and partial records exist, forward to MRT with explanation. If only one provider or no information was received at all, generate a user task to State to review for eligibility (denial).
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Case Home page.
4.	Invoke Search to search for solicited docs in repository of non-indexed docs. (Refer to Section 3.11.3, Search WI <insert hyperlink>)
5.	Evaluate the documents in the Search Results to determine if the applicant submitted the information, but the information has not been indexed to the case. • If the document(s) is found, index it to the case and Refer to Step 4 of Section 3.11.7.7.4, Thornton Applicant/Client Documents Received<insert hyperlink>. • If the document is not found, go to Step 6.
6.	Click *Cancel*. The WFMS displays the Documents List page.
7.	Navigate to ICES. Enter TRAN: AEMDT; PARMS: ICES Case Number.  ICES displays screen AEMDT.
8.	From ICES screen AEMDT, Press **PF2**.  ICES displays CLSC – AEMDT Screen Level Comments.
9.	Review case notes related to the MA D/MADW processing to determine if the applicant/Client has indicated more than one provider.
10.	Click *Documents Solicited f*rom the left Navigation bar.  The WFMS displays the Documents Solicited page.

<table>
<tr><th>Step</th><th>Thornton Applicant/Client Documents Not Received – Review for Multiple Providers</th></tr>
<tr><td>11.</td><td>Evaluate the documents in the Documents Solicited list to determine if requests have been made to an additional provider(s).

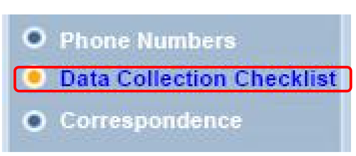
</td></tr>
<tr><td>12.</td><td>Click *Documents* from the left Navigation bar.



The WFMS displays the Documents List page.</td></tr>
<tr><td>13.</td><td>Review the documents indexed to the case to determine if the applicant/Client has more than one provider and partial medical records have been received.

- If partial medical records have been received, refer to Step 4 of Section 3.11.7.7.4 Thornton Applicant/Client Documents Received <insert hyperlink>.
- If no medical records have been received, go to Step 14.</td></tr>
<tr><td>14.</td><td>From ICES screen AEMDT, Press **PF2**.

ICES displays CLSC – AEMDT Screen Level Comments.</td></tr>
<tr><td>15.</td><td>Enter case notes regarding the MA D/MADW application processing and any actions taken. (Refer to 4.4, Documentation Guidelines<insert hyperlink>)</td></tr>
<tr><td>16.</td><td>Click *Data Collection Checklist* from the left Navigation bar.



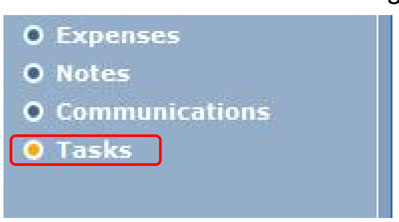
The WFMS displays the Data Collection Checklist page.</td></tr>
</table>

<table>
<tr><th>Step</th><th>Thornton Applicant/Client Documents Not Received – Review for Multiple Providers</th></tr>
<tr><td>17.</td><td>Under the Application/Re-determination Data Collection Checklist for: cluster, select the Appropriate Assistance Group.

Under the Override Data Collection Checklist cluster, mark the box next to Applicant failed to complete required interview or return required verification.

Enter comments describing the MA D/MADW application processing.

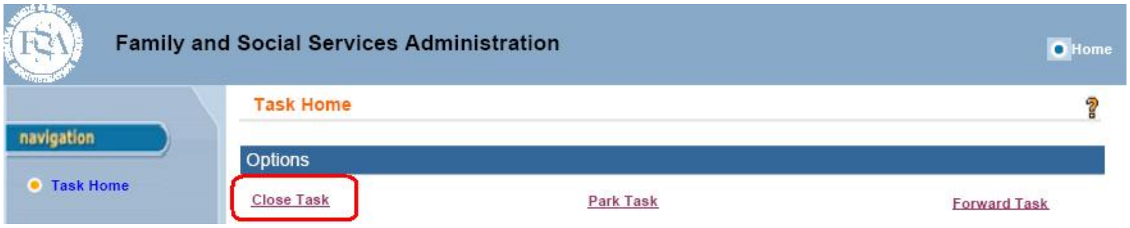

</td></tr>
<tr><td>18.</td><td>Click Tasks from the left Navigation bar.



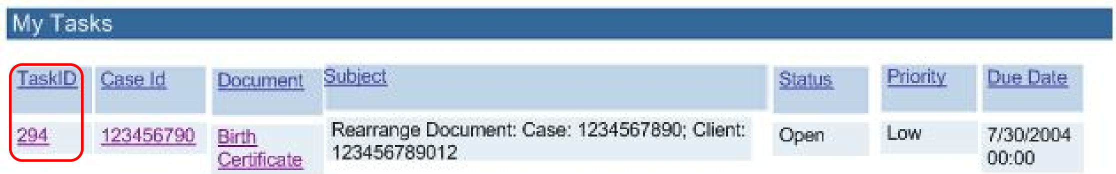
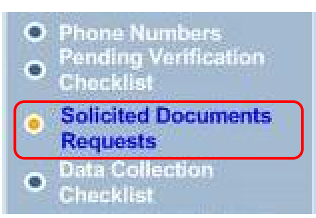
The WFMS displays the Tasks page.</td></tr>
<tr><td>19.</td><td>Click Task ID for the Thornton Applicant/Client Documents Not Received – Review for Multiple Providers with an Open status.

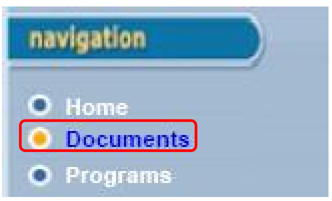
INSERT SCREEN SHOT WITH SPECIFIC TASK NAME.

The WFMS displays the Task Home.</td></tr>
</table>

Step	Thornton Applicant/Client Documents Not Received – Review for Multiple Providers
20.	Under the Options cluster, click *Close the Task*. 

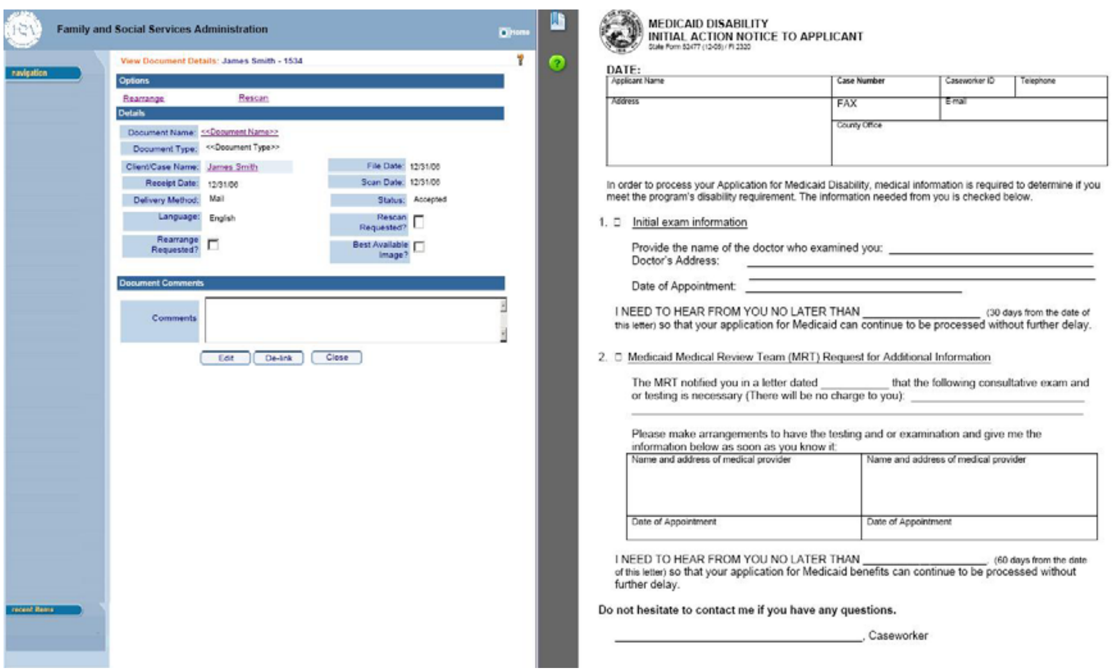
3.11.5.7.4 Thornton Applicant/Client Documents Received

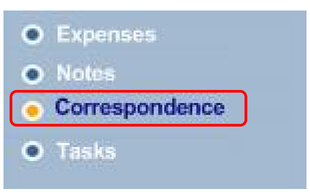
Step	Thornton Applicant/Client Documents Received
1.	From the User Home page, under the My Tasks cluster, view the Task Subject and click the *Task ID*.  The WFMS displays the Task Home.
2.	View the Primary Action and Task Instructions. **Task Instructions**: Review and process documents. • If partial records received, forward to MRT with explanation. • If complete documents received, initiate request for provider records.
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Case Home page.
4.	Click *Documents Solicited f*rom the left Navigation bar.  The WFMS displays the Documents Solicited page.

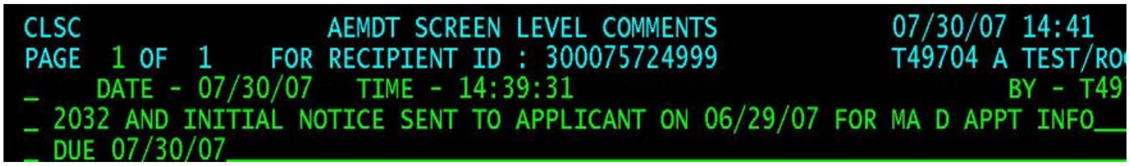
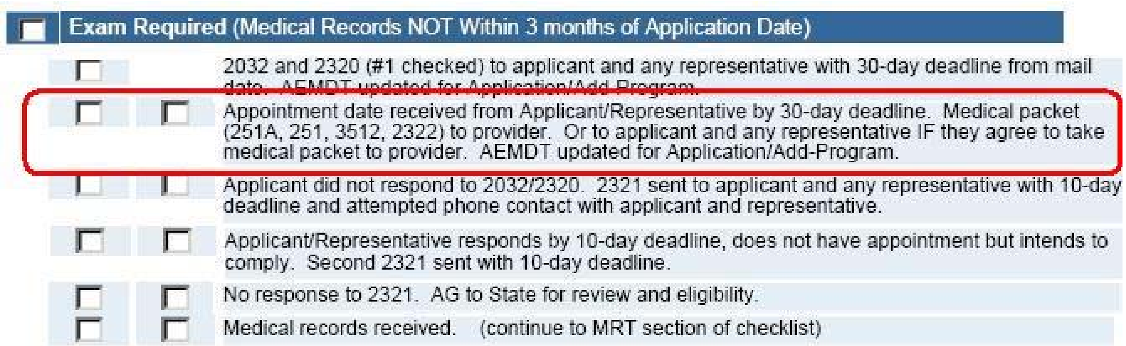
Step	Thornton Applicant/Client Documents Received
5.	Evaluate the documents in the Documents Solicited list to determine the information solicited, received date and the applicant/Client for which the information has been received. 
6.	Click *Documents* from the left Navigation bar.  The WFMS displays the Documents List page.
7.	Click *View* next to the Thornton Applicant/Client Documents Received – either the FI 2320 – Initial Notice to Applicant or the FI 2321 – Follow-up Notice to Applicant. INSERT SCREEN SHOT. The WFMS displays the View Document Details page.

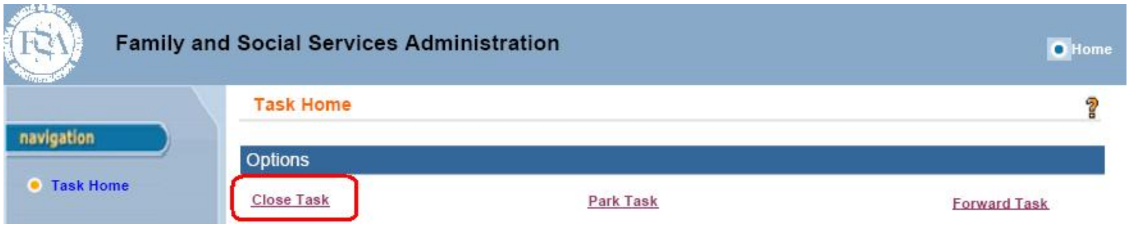
Step	Thornton Applicant/Client Documents Received
8.	Under the Details cluster, click the *Document Name* link.

The WFMS opens an image of the document in a separate window.

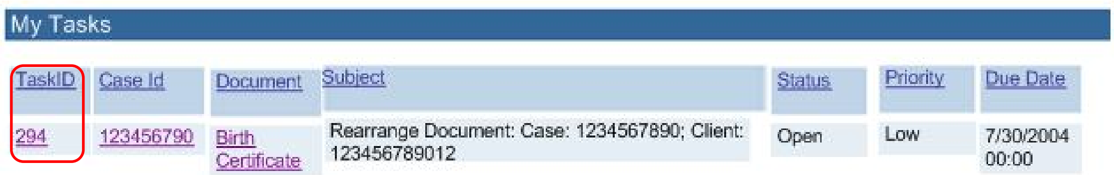


Step	Thornton Applicant/Client Documents Received
9.	Review the document(s) to verify the applicant has provided the necessary initial exam information. • If the initial exam information is complete, continue with Step 10. • If the initial exam information is incomplete, but the information can be obtained via telephone, attempt to call the applicant (following business rules) to obtain the information. If the information cannot be obtained via telephone or both attempts to contact Client are not successful, click Correspondence from the left Navigation bar to determine next action: • If only an FI 2320 – Initial Notice to Applicant has been sent, refer to Section 3.11.7.7.5, Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – First Notice <insert hyperlink>. • If only one FI 2321 – Follow-up Notice to Applicant has been sent, refer to Section 3.11.7.7.6, Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice <insert hyperlink>. • If two FI 2321 – Follow-up Notice to Applicant have been sent, refer to Section 3.11.7.7.3, Thornton Applicant/Client Documents Not Received – Review for Multiple Providers <insert hyperlink>.
10.	Click *Edit*. The WFMS displays the Edit Document Details page.
11.	Change the status of the document to Accepted and index the document to the Client. Click *Save*. The WFMS displays the View Document Details page. (Refer to Section 3.11.2, Document Management WI)
12.	Click *Correspondence* from the left Navigation bar.  The WFMS displays the Correspondence page.
13.	Invoke Send Notice WI to send medical packet to the provider. (Refer to Section 3.11.4, Sending Notices <insert hyperlink>)
14.	Navigate to ICES. Enter TRAN: AEMDT; PARMS: ICES Case Number. 
15.	Enter the date in the field: 1ST PROVIDER LETTER SENT. 

Step	Thornton Applicant/Client Documents Received
16.	From ICES screen AEMDT, Press **PF2**.  ICES displays CLSC – AEMDT Screen Level Comments.
17.	Enter case notes regarding Thornton documents received and any correspondence sent to the provider.
18.	Click *Medicaid Disability (Thornton) Checklist* from the left Navigation bar. INSERT SCREEN SHOT WHEN AVAILABLE. The WFMS displays the Medicaid Disability (Thornton) Checklist.
19.	Under the Exam Required cluster, mark the box next to Appointment date received from Applicant/Representative by 30-day deadline. Medical packet (251A, 251, 3512, 2322) to provider. Or to applicant and any representative IF they agree to take medical packet to provider. AEMDT updated for Application/Add-a-Program. 
20.	Click *Save*. The WFMS saves the checklist and displays the Case Home page.
21.	Click *Tasks* from the left Navigation bar.  The WFMS displays the Tasks page.
22.	Click *Task ID* for the Thornton Applicant/Client Documents Received with an Open status. INSERT SCREEN SHOT WITH SPECIFIC TASK NAME. The WFMS displays the Task Home.

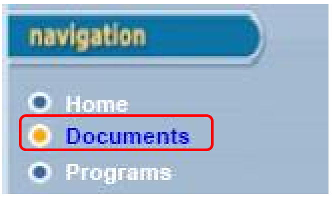
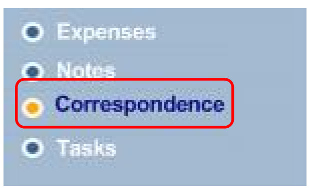
Step	Thornton Applicant/Client Documents Received
23.	Under the Options cluster, click *Close the Task*. 

3.11.5.7.5 Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – First Notice

Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – First Notice
1.	From the User Home page, under the My Tasks cluster, view the Task Subject and click the *Task ID*.  The WFMS displays the Task Home.
2.	View the Primary Action and Task Instructions. Task Instructions:
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Case Home page.
4.	Navigate to ICES. Enter TRAN: AEMDT; PARMS: ICES Case Number. `NEXT TRAN: AEMDT___ PARMS: 3000337737_` ICES displays screen AEMDT.

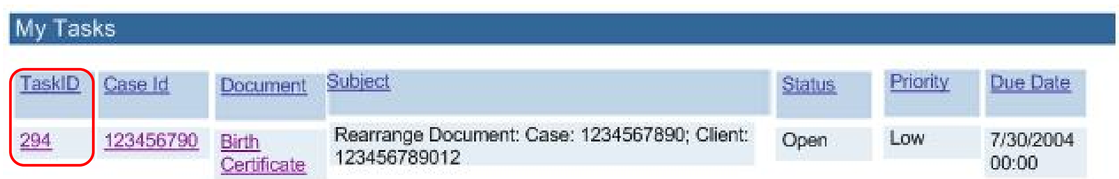
5.	From ICES screen AEMDT, Press **PF2**.
	`CLSC AEMDT SCREEN LEVEL COMMENTS 07/30/07 14:41`
	`PAGE 1 OF 1 FOR RECIPIENT ID : 300075724999 T49704 A TEST/RO`
	`_ DATE - 07/30/07 TIME - 14:39:31 BY - T49`
	`_ 2032 AND INITIAL NOTICE SENT TO APPLICANT ON 06/29/07 FOR MA D APPT INFO_`
	`_ DUE 07/30/07_`
	ICES displays CLSC – AEMDT Screen Level Comments.

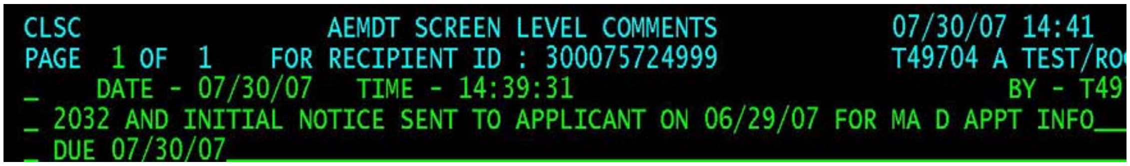
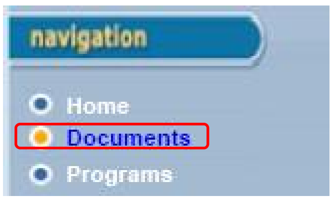
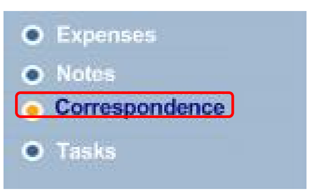
6.	Review case notes related to MA D/MADW case processing.

Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – First Notice
7.	Click *Documents* from the left Navigation bar.  The WFMS displays the Documents List page.
8.	Invoke Search to search for solicited docs in repository of non-indexed docs. (Refer to Section 3.11.3, Search WI <insert hyperlink>)
9.	Evaluate the documents in the Search Results to determine if the provider submitted the information, but the information has not been indexed to the application. • If the document is found, index it to the case and refer to Section 3.11.7.7.8, Thornton Provider Documents Received. <insert hyperlink> • If the document is not found, go to Step 10.
10.	Click *Done*. INSERT SCREEN SHOT. The WFMS displays the Documents List page.
11.	Click *Correspondence* from the left Navigation bar.  The WFMS displays the Correspondence page.
12.	Invoke Send Notice work instructions to send FI 2323 – follow-up request to provider for records – copy to be sent to applicant/Client and authorized representative (if applicable). (Refer to Section 3.11.4, Sending Notices <insert hyperlink>)
13.	From ICES screen AEMDT, Press **PF2**.  ICES displays CLSC – AEMDT Screen Level Comments.
14.	Enter case notes indicating an FI 2323 – Follow-up Request to Provider for Records has been sent to the provider(s). (Refer to Section 4.4, Documentation Guidelines). <insert hyperlink>

Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – First Notice
15.	Click *Tasks* from the left Navigation bar.  The WFMS displays the Tasks page.
16.	Click *Task ID* for the Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – First Notice with an Open status. INSERT SCREEN SHOT WITH SPECIFIC TASK NAME. The WFMS displays the Task Home.
17.	Under the Options cluster, click *Close the Task*. 

3.11.5.7.6 Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice

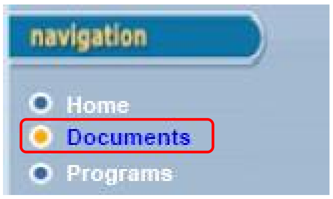
Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice
1.	From the User Home page, under the My Tasks cluster, view the Task Subject and click the *Task ID*.  The WFMS displays the Task Home.
2.	View the Primary Action and Task Instructions. Task Instructions:
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Case Home page.
4.	Navigate to ICES. Enter TRAN: AEMDT; PARMS: ICES Case Number.  ICES displays screen AEMDT.

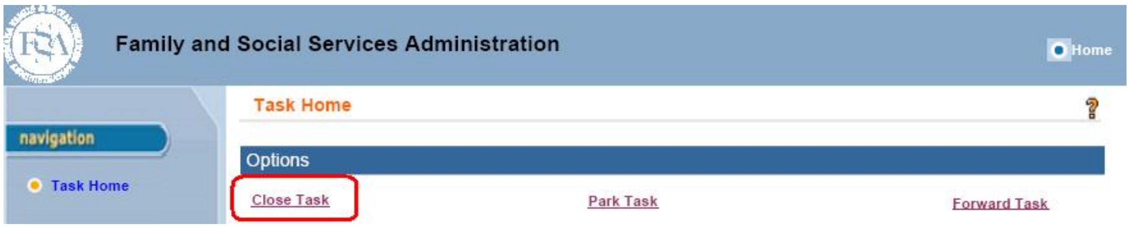
Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice
5.	From ICES screen AEMDT, Press **PF2**.  ICES displays CLSC – AEMDT Screen Level Comments.
6.	Review case notes related to MA D/MADW case processing.
7.	Click *Documents* from the left Navigation bar.  The WFMS displays the Documents List page.
8.	Invoke Search to search for solicited docs in repository of non-indexed docs. (Refer to Section 3.11.3, Search WI <insert hyperlink>)
9.	Evaluate the documents in the Search Results to determine if the provider(s) submitted the information, but the information has not been indexed to the application. • If the document is found, index it to the case and refer to Section 1.1.1.6.8 – Thornton Provider Documents Received <insert hyperlink>. • If the document is not found, go to Step 10.
10.	Click *Cancel*. The WFMS displays the Document List page.
11.	Click *Correspondence* from the left Navigation bar.  The WFMS displays the Correspondence page.
12.	Click *View* next to the FI 2323 – Medicaid Disability Follow-up Request to Provider for Records. INSERT SCREEN SHOT. The WFMS displays the View Correspondence Details page. Review the Follow-up Request sent to the provider to determine what information has been requested before attempting to call the provider.

Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice
13.	Attempt to contact the provider via telephone to determine if the provider has sent the requested medical records or if the provider intends to send the requested medical records. • If the provider indicates he/she will send the requested 251A or existing medical records, go to Step 14. • If the provider indicates he/she will not send the requested 251A or existing medical records, refer to Section 3.11.7.7.7, Provider Does not Intend to Cooperate <insert hyperlink>.
14.	Invoke Send Notice work instruction to send a 2nd follow-up request to provider for records letter (20 day deadline) and send copy to applicant/Client and authorized representative (if applicable). (Refer to 3.11.4, Sending Notices <insert hyperlink>)
15.	From ICES screen AEMDT, Press **PF2**.  ICES displays CLSC – AEMDT Screen Level Comments.
16.	Enter case notes detailing the outcome of telephone contact with the provider (all attempts made, phone number(s) attempted, etc.). Include provider's intent to cooperate and any correspondence sent. (Refer to Section 4.4, Documentation Guidelines <insert hyperlink>)
17.	Click *Tasks* from the left Navigation bar.  The WFMS displays the Tasks page.
18.	Click *Task ID* for the Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice with an Open status. INSERT SCREEN SHOT WITH SPECIFIC TASK NAME. The WFMS displays the Task Home.
19.	Under the Options cluster, click *Close the Task*. 

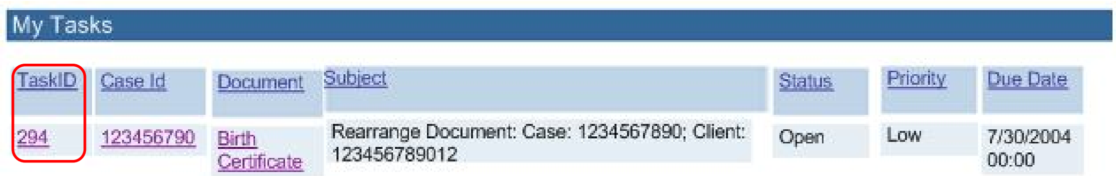
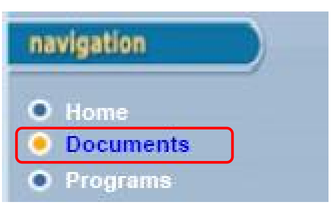
3.11.5.7.7 Provider Does Not Intend to Cooperate

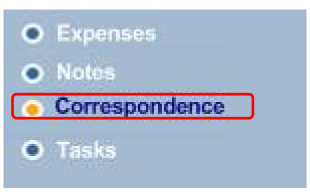
If during telephone contact with the provider, the provider does not intend to send the requested medical records, it may be necessary to contact the applicant/Client and authorized representative (if applicable) to request the medical records.

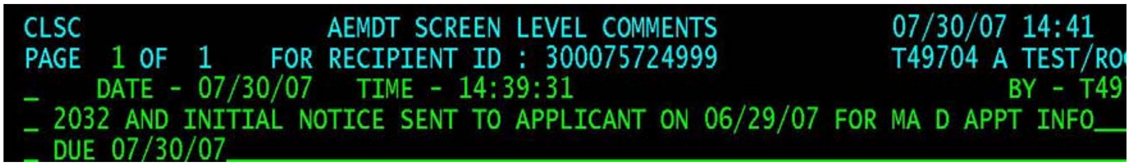
Step	Provider Does Not Intend to Cooperate
1.	Click *Documents* from the left Navigation bar.  The WFMS displays the Documents page.
2.	Review the documents indexed to the case to determine if partial medical records have been received and can be sent to MRT. • If partial medical records have been received, refer to Step 4 of 3.11.7.7.8, Thornton Provider Documents Received. <insert hyperlink> • If no medical records have been received, go to Step 3.
3.	Invoke Send Notice Work Instructions to send a request to applicant to obtain records letter (10 day deadline) to the applicant/Client and authorized representative, if applicable.
4.	Navigate to ICES. Enter TRAN: AEMDT; PARMS: ICES Case Number.  ICES displays screen AEMDT.
5.	From ICES screen AEMDT, Press **PF2**.  ICES displays CLSC – AEMDT Screen Level Comments.
6.	Enter case notes regarding the reason the provider does not intend to cooperate, and any correspondence sent.
7.	Click *Tasks* from the left Navigation bar.  The WFMS displays the Tasks page.

Step	Provider Does Not Intend to Cooperate
8.	Click *Task ID* for the Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice with an Open status. INSERT SCREEN SHOT WITH SPECIFIC TASK NAME. The WFMS displays the Task Home.
9.	Under the Options cluster, click *Close the Task*. 

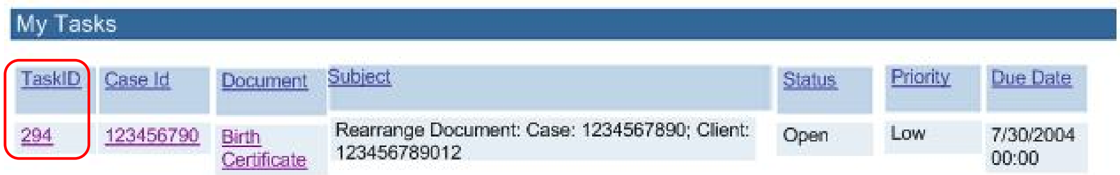
3.11.5.7.8 Thornton Provider Documents Received

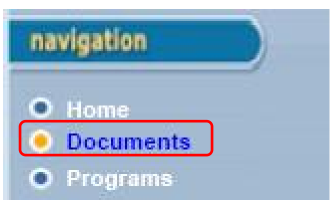
Step	Thornton Provider Documents Received
1.	From the User Home page, under the My Tasks cluster, view the Task Subject and click the *Task ID*.  The WFMS displays the Task Home.
2.	View the Primary Action and Task Instructions. **Task Instructions**: Review and process solicited supporting document(s) for a new application or progress report.
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Case Home page.
4.	Click *Documents* from the left Navigation bar.  The WFMS displays the Documents page.

Step	Thornton Provider Documents Received
5.	Review the document(s) to verify the provider has provided the necessary medical information. • If the provider has provided the necessary medical information, continue with Step 6. • If the medical information is incomplete, click Correspondence from the left Navigation bar to determine next action: • If only an FI 2322 – Initial Request to Provider has been sent, refer to Section 3.11.7.7.1, Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – First Notice. <insert hyperlink> • If only one FI 2323 – Follow-up Request to Provider has been sent, refer to Section 3.11.7.7.2, Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice. <insert hyperlink> • If two FI 2321 – Follow-up Request to Provider have been sent, refer to Section 3.11.7.7.9, Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Notice to Applicant/Client. <insert hyperlink>
6.	Navigate to ICES. Enter TRAN: CLCR; PARMS: ICES CASE NUMBER/MMDDYYYY. NEXT TRAN: CLRC____ PARMS: 3000337737/07092007_ Review case notes related to the MA D/MADW processing to determine if the applicant/Client has indicated more than one provider.
7.	Click *Correspondence* from the left Navigation bar.  The WFMS displays the Correspondence page.
8.	Review the correspondence history to determine if requests have been made to an additional provider(s). • If there are no outstanding requests to an additional provider(s), continue with Step 9. • If requests have been made to an additional provider(s), skip to Step 16.
9.	Navigate to ICES. Enter TRAN: AEMDT; PARMS: ICES Case Number. NEXT TRAN: AEMDT___ PARMS: 3000337737_
10.	Enter the date the medical packet is being sent to MRT. MED PACKET SENT TO MRT: ________ If partial medical records are being sent, enter the date in the field: FINAL PROV INFO RCVD OR DECISION TO SEND PARTIAL MED, PROV NON-COOP. FINAL PROV INFO RCVD OR DECISION TO SEND PARTIAL MED, PROV NON-COOP: ______

Step	Thornton Provider Documents Received
11.	From ICES screen AEMDT, Press **PF2**.  ICES displays CLSC – AEMDT Screen Level Comments.
12.	Enter case notes regarding the document(s) received from the provider and any relevant information regarding the decision to send medical information to the MRT. (Refer to Section 4.4 Documentation Guidelines) <insert hyperlink>
13.	From the Client level, click *Tasks* from the left Navigation bar.  The WFMS displays the Tasks Home page.
14.	Click *Create Task.* The WFMS displays the Select Task Type page.
15.	Click Select next to 'Process MA B/D Application.' INSERT GUI The WFMS creates and forwards the task to the appropriate Workgroup.
16.	Click *Task ID* for the Thornton Provider Documents Received with an Open status. INSERT SCREEN SHOT WITH SPECIFIC TASK NAME. The WFMS displays the Task Home.
17.	Under the Options cluster, click *Close the Task*. 

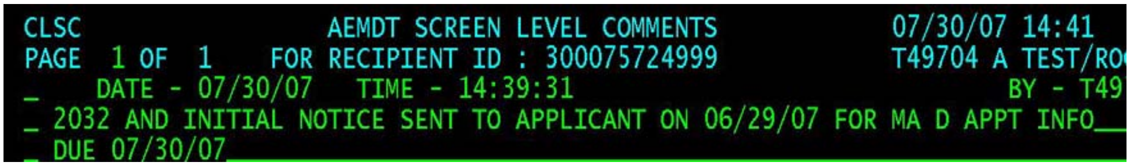
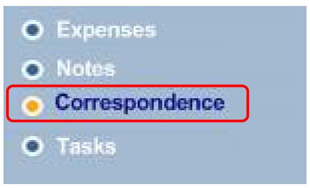
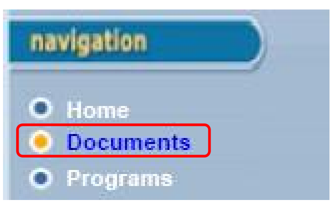
3.11.5.7.9 Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Notice to Applicant/Client

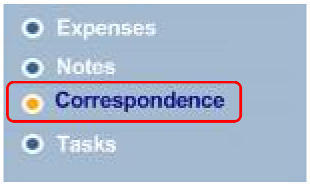
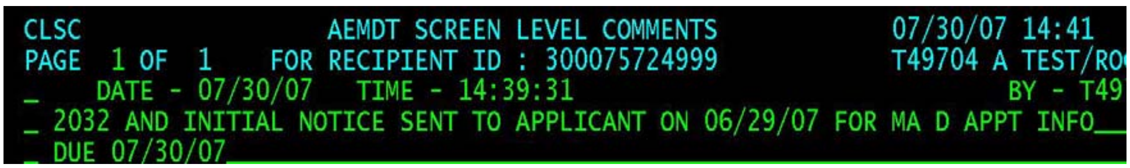
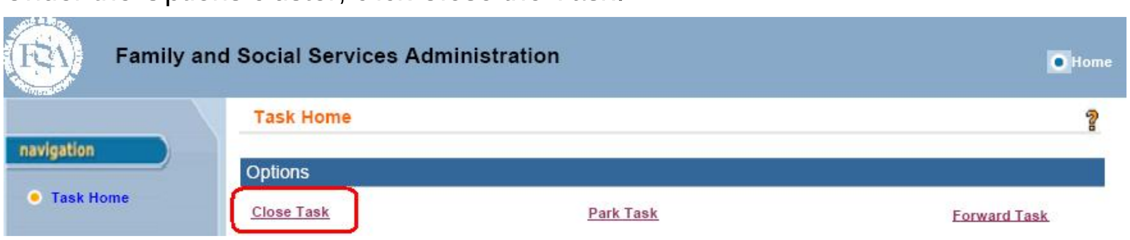
<table>
<tr><th>Step</th><th>Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Notice to Applicant/Client</th></tr>
<tr><td>1.</td><td>From the User Home page, under the My Tasks cluster, view the Task Subject and click the Task ID.


The WFMS displays the Task Home.</td></tr>
<tr><td>2.</td><td>View the Primary Action and Task Instructions.
Task Instructions:</td></tr>
<tr><td>3.</td><td>Under the Supporting Information cluster, click Case Home page.
The WFMS displays the Case Home page.</td></tr>
<tr><td>4.</td><td>Click Documents from the left Navigation bar.


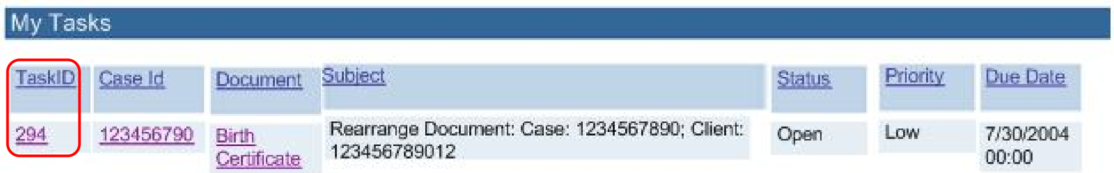
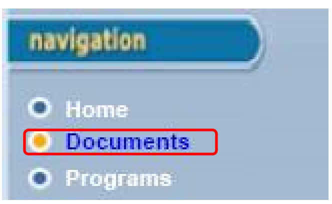
The WFMS displays the Documents List page.</td></tr>
<tr><td>5.</td><td>Invoke Search to search for solicited docs in repository of non-indexed docs. (Refer to Section 3.11.3, Search WI) <insert hyperlink></td></tr>
<tr><td>6.</td><td>Evaluate the documents in the Search Results to determine if the provider submitted the information, but the information has not been indexed to the application.
• If the document is found, index it to the case and refer to Step 4 of Section 3.11.7.7.8, Thornton Provider Documents Received. <insert hyperlink>
• If the document is not found, go to Step 7.</td></tr>
<tr><td>7.</td><td>Click Cancel.
The WFMS displays the Documents List page.</td></tr>
<tr><td>8.</td><td>Navigate to ICES. Enter TRAN: AEMDT; PARMS: ICES Case Number.


ICES displays screen AEMDT.</td></tr>
</table>

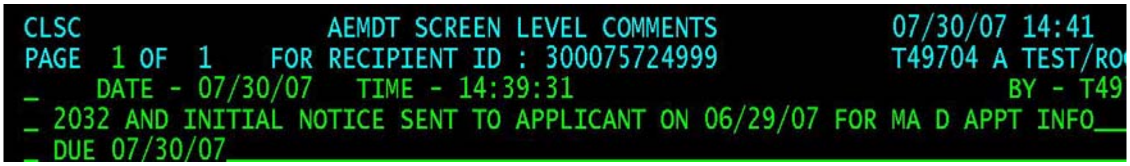
Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Notice to Applicant/Client
9.	From ICES screen AEMDT, Press **PF2**.  ICES displays CLSC – AEMDT Screen Level Comments.
10.	Review case notes related to MA D/MADW case processing to determine if the applicant/Client has indicated more than one provider.
11.	Click *Correspondence* from the left Navigation bar.  The WFMS displays the Correspondence page.
12.	Review the correspondence history to determine if requests have been made to an additional provider(s).
13.	Click *Documents* from the left Navigation bar.  The WFMS displays the Documents List page.
14.	Review the documents indexed to the case to determine if the applicant/Client has more than one provider and partial medical records have been received. • If partial medical records have been received, refer to Step 4 of Section 3.11.7.7.8, Thornton Provider Documents Received. <insert hyperlink> • If no medical records have been received, go to Step 15.
15.	Click *Home* from the left Navigation bar.  The WFMS displays the Case Home page.

Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Notice to Applicant/Client
16.	Click *Correspondence* from the left Navigation bar.  The WFMS displays the Correspondence List page.
17.	Invoke Send Notice to create and send a request to applicant to obtain records letter (10 day deadline). (Refer to Section 3.11.4, Sending Notices) <insert hyperlink>
18.	From ICES screen AEMDT, Press **PF2**.  ICES displays CLSC – AEMDT Screen Level Comments.
19.	Enter case notes regarding the action taken and any correspondence sent. (Refer to Section 4.4, Documentation Guidelines) <insert hyperlink>
20.	Click *Tasks* from the left Navigation bar.  The WFMS displays the Tasks page.
21.	Click *Task ID* for the Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Notice to Applicant/Client with an Open status. INSERT SCREEN SHOT WITH SPECIFIC TASK NAME. The WFMS displays the Task Home.
22.	Under the Options cluster, click *Close the Task*. 

3.11.5.7.10 Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice to Applicant/Client

Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice to Applicant/Client
1.	From the User Home page, under the My Tasks cluster, view the Task Subject and click the *Task ID*.  The WFMS displays the Task Home.
2.	View the Primary Action and Task Instructions. Task Instructions:
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Case Home page.
4.	Click *Documents* from the left Navigation bar.  The WFMS displays the Documents List page.
5.	Invoke Search to search for solicited docs in repository of non-indexed docs. (Refer to Section 3.11.3, Search WI) <insert hyperlink>
6.	Evaluate the documents in the Search Results to determine if the applicant submitted the information, but the information has not been indexed to the case. • If the document is found, index it to the case and refer to Step 4 of Section 3.11.7.7.8, Thornton Provider Documents Received. <insert hyperlink> • If the document is not found, go to Step 7.
7.	Click *Cancel*. The WFMS displays the Documents List page.
8.	Navigate to ICES. Enter TRAN: AEMDT; PARMS: ICES Case Number.  ICES displays screen AEMDT.

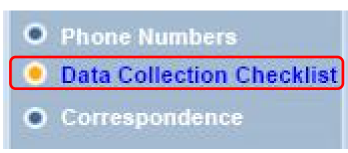
<table>
<tr><th>Step</th><th>Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice to Applicant/Client</th></tr>
<tr><td>9.</td><td>From ICES screen AEMDT, Press PF2.



ICES displays CLSC – AEMDT Screen Level Comments.</td></tr>
<tr><td>10.</td><td>Review case notes related to the MA D/MADW processing to determine if the applicant/Client has responded to the Request to Applicant to Obtain Records Letter.

- If the applicant/Client has not responded, go to Step 11.
- If the applicant/Client has responded indicating he/she can obtain records, invoke Send Notice work instructions to send 2032 (20 day deadline). (Refer to Section 3.11.4, Sending Notices) <insert hyperlink></td></tr>
<tr><td>11.</td><td>From ICES screen AEMDT, Press PF2.

ICES displays CLSC – AEMDT Screen Level Comments.</td></tr>
<tr><td>12.</td><td>Enter case notes regarding the MA D/MADW application processing and any actions taken.</td></tr>
<tr><td>13.</td><td>Click Data Collection Checklist from the left Navigation bar.



The WFMS displays the Data Collection Checklist page.</td></tr>
</table>

Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice to Applicant/Client
14.	Under the Application/Re-determination Data Collection Checklist for cluster, select the appropriate Assistance Group.  Under the Override Data Collection Checklist cluster, mark the box next to Applicant failed to complete required interview or return required verification.  Enter comments describing the MA D/MADW application processing. 
15.	Click *Tasks* from the left Navigation bar.  The WFMS displays the Tasks page.
16.	Click *Task ID* for the Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice to Applicant/Client with an Open status. INSERT SCREEN SHOT WITH SPECIFIC TASK NAME. The WFMS displays the Task Home.

Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice to Applicant/Client
17.	Under the Options cluster, click *Close the Task*.